



## TIME TO FILL SLASHED BY HALF FOR **GLOBAL HEALTHCARE CLIENT**

### HIGHLIGHTS

- Hiring SLAs exceeded by 31%
- 48% reduction in time-to-fill
- 56% decrease in open requisition aging

### CLIENT

A global healthcare group that delivers the highest quality medical care and products in hospital and home settings around the world.

### SITUATION

Decentralized hiring processes across nearly 2,000 clinics.

### CHALLENGE

Our client required a partner to design and deploy a structured recruitment model to improve hiring efficiencies while reducing costs across the organization. The customer tasked us with developing and running a focused campus recruitment program that included brand awareness and an innovative, impactful diversity strategy.

### OUTCOME

AGS exceeded the goal of 750 hires by hiring for 980 positions during the pilot phase—while reducing time-to-fill and vacancy rates as well as decreasing aging and open requisitions and agency spend.

As a result of this success, our client requested an AGS RPO solution expansion to additional clinics across the US. A goal of 9,000 permanent hires was set for the one-year anniversary, using a five-phase approach.

AGS launched our full-scale RPO solution in three phases over a six-month period. In under a year, we exceeded our goal of filling 9,000+ positions.

AGS provided its strategic focus on three key areas for improvement based on client needs: to reduce attrition with the 120-day timeframe, to decrease costs associated with training new hires and continuing to reduce overtime and agency spend.

## INNOVATION

Originally contracted for a three-month pilot term to fill 750 positions in one specific region, AGS built an expert team composed of recruitment relationship managers, recruiters, sourcers, and recruitment coordinators to support our client's immediate hiring needs. As business needs evolved, we restructured the team to include additional full life-cycle recruiters with the experience, knowledge, and tenacity to support our client's complex requirements. Thoughtful evaluation of the deployed AGS resources led to an expansion of the team and new roles added to support client business initiatives. The team in place strategically advised our client and suggested process improvements and tools to ensure we provided quality candidates.

To maximize productivity, AGS recruiters were structured to regionally align with client locations, creating synergies within targeted areas. Onsite in Chicago with support from an AGS hub in Stamford, CT, recruiters grew quickly as extensions of our client's internal talent acquisition team and organically assimilated for spot-on cultural fit with the candidates we presented.

To aid in the standardization of hiring processes to support our client's 2,000 clinic locations, we developed classroom and video training for recruiters and established a mentorship program for the team, while simultaneously adjusting to increased demand within a fixed budget.

In addition to extensive recruiter training, the AGS team developed methods to develop effective sourcing strategies using social communities, Boolean strings, competitor lists, and research to pull from active and passive talent pools, as well as diverse and student candidate populations.

A customized targeted interviewing and hiring process allowed for proper screening to ensure key attributes required of an ideal

candidate were present. And the AGS recruitment team collaborated with stakeholders to develop specific behavioral questions modeled after core competencies and values of top performers of the organization. Based on these responses, we used a scorecard system to identify targeted hires who possessed the necessary traits to fill positions quickly.

The implementation of an RPO solution meant significant change management for hiring managers who were accustomed to independently managing a majority of the recruitment process. The AGS team worked alongside the hiring managers to transition sourcing, screening, and onboarding responsibilities, and gained trust by adding immediate, tangible value to our services.

Additionally, AGS consulted with the client on how to navigate the challenges of healthcare reform policies. The Social Media Manager was able to drive more than 10,000 unique visitors to our customer's career sites, resulting in 430 applicants, in less than nine months.

This manager also conducted media relations outreach to communicate the client's investment in technology and their plans to hire 250 new IT professionals. He arranged such placements as an interview with the client's VP of HR at the local news stations and produced a PR Newswire article that was published by a mid-sized online business journal.

Following this publication, which gained national attention of approximately 30 popular media outlets such as CNN and Fox News, the White House released a statement that our customer was "hiring Technology Professionals," to quote our publication. This statement then prompted President Obama to visit a customer retail store and showcase them as a technology company experiencing active job growth.



### ABOUT ALLEGIS GLOBAL SOLUTIONS

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.

