

# QUALITY OVER QUANTITY INCREASES EFFICIENCY

HOW HAYS TALENT SOLUTIONS HELPED IMPROVE VALUE, SPEED, AND EFFICIENCY IN AN RPO SERVICE.

## Company overview

INDUSTRY: **MANUFACTURING**

LOCATION: **USA & CANADA**

NO. OF  
EMPLOYEES: **OVER 17,000**

**\$1.4 billion industrial supplier offering motors, lighting, plumbing, tools, safety supplies, and more. Exporting over 900,000 products from more than 4,000 brands.**

Before we launched our Recruitment Process Outsourcing (RPO) service our client had a decentralized process for talent attraction. Hiring managers at individual locations decided how they would go to market for talent, which resulted in an inefficient and often ineffective approach while also resulting in the need to engage agencies to acquire the talent they needed. Managers were unhappy with the demand on their time and sometimes the quality of hires, while talent acquisition was unhappy due to cost, time-to-fill and time-to-offer. Ultimately, due to their decentralized process, there was limited enterprise-level visibility and when hiring was difficult it affected productivity.

### THE CHALLENGE

We implemented our RPO service, and a sourcing strategy based on our “Find and Engage” model to standardize cost and open channels not previously available. A thorough understanding of the client’s culture combined with our expertise and resources enabled us to introduce a centralized, best-in-class RPO process with a focus on sourcing talent direct. Our team set out to improve in the fit and quality of hires as well as the implementation of increased talent pools and benches ready to meet their needs quicker and with better talent than they had before. Hiring managers were trained in new processes while our team worked with the talent acquisition team to provide promotion for available roles by leveraging their brand, and ours.

### THE OUTCOME

At contract commencement, the scope of service included one specific skill category on a trial basis for one year. However, based on early successes, and after only eight months, the contract was extended to a three-year term. Our client was also able to reduce the number of external suppliers in other categories as they transferred all non-permanent hiring to Hays Talent Solutions. We now source all hires in all regions of their business. Our client saw a drastic decrease in time-to-fill and time-to-hire. The HR team can focus on their core HR responsibilities without the burden of recruiting. Sourced talent is now more qualified and tailored to the needs of the roles they are filling while talent pools have become available to pull from. Remote roles have also become easier to match due to marketing efforts that continuously contribute to targeted talent benches.

### THE SOLUTION

Before the client engaged us as its RPO provider, the company was working with over 100 different agencies. Since the start of our relationship, we have significantly reduced the number of hires through agencies to less than five percent of the total. By moving to our RPO solution, we reduced costs by 58 percent over three years, while still filling over 1500 roles. This has resulted in an improvement in the fit and quality of hires enhancing the experience for hiring managers. Before implementation average time-to-fill was over 55 days. Time-to-fill has now reduced to an average of 20 days.

Our new processes provide better efficiency and agility for unseen needs. We were able to address four different hiring changes in the past three years with ease and meet the needs as they shifted up and down.

## FAST FACTS

Delivered around 600 hires/year using One Touch & Career Builder

Roles hired: Light industrial, Engineering, Sales, Office Clerical, Client Service, Marketing

Reduced costs by 58 percent over 3 years, while still matching over 1500 roles with the best talent available

Time-to-fill reduced from 55 days to an average of 20 days

New processes provided better efficiency and standardization allowing us to address four different hiring changes in the past three years

