



CLIENT STORY

A \$150 Million post-IPO global SaaS company poised to double in size over an 18-24 month period. They had no internal recruitment support and was in the midst of building out a more strategic HR team and process.

WHAT THEY NEEDED:

- Although expanding quickly, the company was rebuilding and restructuring their internal talent acquisition team and needed a full service recruitment solution.
- Recruiting team with diverse skill set – they had to hire very specific talent across the organization. Cultural fit was key.
- A recruitment solution that would move quickly and allow for cost containment - Managers were spending a lot of time working with agencies, vetting resumes and interviewing unqualified candidates.
- A solution that would work well with a high growth environment where needs were constantly evolving.
- Employment branding - As Post-IPO, the story had to be compelling in order to attract top performers with a penchant for “start-ups”.

WHAT WE DID:

Improved Quality of Hiring

- As the sole recruitment provider in North America, handling full lifecycle recruitment and management of hiring process, we helped company grow from 125 to 450+ over a three year period
- Strategic direct targeted recruitment, engagement and hiring of candidates from entry level to VP
- Employment Branding - Created “breakthrough” messaging to resonate and attract most desired candidates
- Customized the screening process to ensure quality in assessments

Cost Containment

- Program ranged from 5.3%-8% cost per hire annually
- Eliminated third party contingency agency use
- Low cost, easy to use technology brought in for candidate management
- Fostered relationships with hiring managers across the company to align hiring with overall company objectives and process which reduced time spent on hiring

Improved Process and Efficiency

- Applied our Talent Engineering® which created process for job intake, resulting in job descriptions and screening questions better aligned with manager needs.
- Identified and implemented a technical solution for applicant tracking and database development
- Built and implemented process for First Level Sales and Support Representative hiring, leading to fully filled “classes” on a bi-monthly basis which resulted in less manager time needed in process
- Found and vetted international third party agencies for hiring in the UK, Dublin and Sydney, including negotiation of rates and contract development
- Implemented Talent Retriever messaging and social media strategies to increase candidate acquisition through employee referrals
- Creation of job descriptions to build library of hiring profiles