



Case Study

Santa Clara, California

Agency Challenge

Santa Clara was operating under a manual recruitment and applicant tracking process which was not only outdated, but extremely time intensive. Due to the large scale of its recruiting process, the county required an immediate overhaul of these outdated methods and practices. To complicate matters, they were facing major budget cuts and layoffs and were forced to quickly find a solution that could help maximize productivity, while greatly reducing their operating costs.

First, it required an immediate overhaul of obsolete practices. In order to attract and hire the most qualified candidates efficiently and quickly, the county could no longer afford to be held back by their existing paper-based process. Santa Clara needed a way to streamline their hiring process and make the most out of valuable tax dollars.

Second, it needed a solution that was completely comprehensive; one that successfully eliminated all the unnecessary printing and mailing costs and superfluous data entry demands. Bottom line: Santa Clara needed a solution that would help them maximize agency efficiency.

NEOGOV Solution

Santa Clara looked to NEOGOV for the answers and results they needed. They chose NEOGOV because their product was the most sophisticated, cost-effective, easy-to-use system on the market, covering all aspects of the recruitment and hiring process. But more importantly, they felt that NEOGOV truly understood their unique HR needs.

NEOGOV simply demonstrated more capabilities for the public sector than any other vendor and proved that they provided a superior solution for the lowest total cost of ownership.

"Given a tremendous volume of applications we process, we became frustrated with the repetition associated with opening, sorting, data entry, storing, retrieving, photocopying, and mailing application materials to hiring managers. The county is an organization committed to providing quality service. We pride ourselves on being innovative and efficient and the fact that we were trapped in a 'paper world' was unacceptable. NEOGOV's Insight Enterprise software enables us to significantly reduce the amount of paper required during our recruitment and hiring process, and allows our analysts to concentrate on spending more time managing the hiring process and interacting more with our internal and external customers!"

- Luke Leung, HR Director

SANTA CLARA OVERVIEW

Home of Silicon Valley, Santa Clara County is located at the southern tip of the San Francisco Bay. With a population of 1,682,585, Santa Clara is the fifth largest county in the state of California. Santa Clara needed a cost-effective applicant tracking solution that was both easy to implement and easy to use. The county selected NEOGOV to provide an innovative, user-friendly, low cost solution that could be quickly and easily put into practice throughout their entire organization.

BUSINESS OVERVIEW

With 15,000 employees, the County of Santa Clara consists of five districts and is responsible for a total of 52 departments. In a typical year, Santa Clara County receives over 60,000 applications for approximately 1,000 open positions. Their Human Resources employment office, consisting of 12 recruiters and 8 support staff workers, handles roughly 700 recruitments per year. Their average time-to-hire before partnering with NEOGOV was approximately three to four months.