



Case Study

Arlington, Virginia

Agency Challenge

The recruitment and applicant tracking processes used by Arlington were outdated and failed to take advantage of new technologies, resulting in the waste of valuable tax dollars and precious staff time and energy. The county could no longer afford to be mired by such a cumbersome system. In order to hire the most qualified candidates quickly and efficiently, Arlington needed a cost-effective way to automate and streamline their hiring process, helping them make the most of county funds.

Additionally, Arlington needed a workforce management solution that would meet the diverse needs of the many departments within the county; a solution that was both flexible and customizable. To truly make an impact, they required a system that would empower each user to take an active role within the hiring process, encouraging greater collaboration among various work groups.

NEOGOV Solution

After a ten month RFP process, Arlington chose NEOGOV to help solve their hiring problems and prepare them for the unique challenges facing public sector agencies today. They chose NEOGOV because their Insight product was the most comprehensive, cost-effective, easy-to-use system on the market. Through their rigorous analysis, Arlington discovered that NEOGOV had a deep understanding of public sector workflow, resulting in superiorly designed products that were built specifically to meet the needs of these agencies. This convinced Arlington that they were getting the best solution available.

“Partnering with NEOGOV has enabled us to reduce our costs and improve our services to our customers. They have a unique understanding of government process and an enthusiasm for seeing customers achieve their strategic goals.”

– Patricia Durham,
Organizational Support Division Chief

ARLINGTON OVERVIEW

Arlington is an urban county located directly across the Potomac River from Washington DC. With an estimated population of 198,739, Arlington is among the most densely populated jurisdictions in the nation. Arlington needed a way to streamline its hiring process from requisition to hire, while ensuring the recruitment of highly qualified candidates. It chose NEOGOV to provide a single, sophisticated, feature-rich solution that could be quickly and easily implemented throughout their organization.

BUSINESS OVERVIEW

Arlington County has a total of 3,700 employees. Handling the hiring for 23 departments, their human resources employment office consists of five recruiters and three support staff members. They receive approximately 20,000 applications per year, and handle 400 recruitments. Before partnering with NEOGOV, their average time-to-hire was roughly three months.