Agency Challenge

The City and County of Denver needed to update an outmoded legacy recruiting system to increase agency efficiency, processing capabilities and attract the best candidates, and had anticipated to overcome these identified challenges through a new e-recruitment system. Denver needed a system tailored to meet the specific needs and hiring rules of the public sector, as well as one that would maintain certain features of the existing system while providing customized upgrades that would be cost efficient.

Additionally, Denver needed to increase agency personnel efficiency by reallocating resources spent on manually processing paper applications. With close to 15 years invested in a legacy TRAC system, the agency could no longer effectively utilize an obsolete system with an increasing number of applications.

Denver initially adopted a customized version of PeopleSoft e-recruit. However, they rapidly discovered that the private sector system could not adequately meet their public sector needs. Denver needed a recruiting system with public sector abilities including eligibility list and testing functionalities.

The City and County of Denver sought a system that would have the ability to adapt to a change in hiring rules and a shift in recruitment personnel, as well as a flexible system that would not require too much time spent on customizations.

NEOGOV Solution

During implementation, Denver worked closely with NEOGOV to successfully integrate certain aspects of the legacy system into the NEOGOV platform. They discovered that everything that they attempted to replicate in the PeopleSoft system could be found within Insight Enterprise which met all of their public sector recruiting needs.

Additional benefit to the customized and comprehensive applicant tracking system for Denver was a solution that delivered a dedicated, user-friendly online application. For the agency, thousands of paper documents and processing time was eliminated. The number of qualified applicants has increased according to department feedback, and departments have given Insight positive feedback.

"We looked at other automated recruiting systems, but Insight's public sector specific, easy-to-use online solution made NEOGOV the clear choice."

– Tony Gautier, City and County of Denver, Recruiting Supervisor

CITY AND COUNTY OF DENVER OVERVIEW

The City and County of Denver is situated east of the Rocky Mountains and is known as one of the most picturesque US cities. Denver has experienced continuous and large population growth, and since 1990 Denver's metro population has increased 29.8%. The United States Census Bureau estimates that the population of the City and County of Denver is the 26th most populous U.S. city.

BUSINESS OVERVIEW

Number of Employees:	8,000
Number of Departments:	15
Annual Applications:	60,000 per year
Solution:	NEOGOV Insight Enterprise
Customer	Since 2006

With NEOGOV Insight, the City and County of Denver was now able to reallocate resources. The agency resources can now be directed towards screening qualified candidates rather than divided between recruiting and paper based processes. Denver also recognizes the strong ongoing learning management program of NEOGOV, "now we want to participate in things like the weekly conference calls and online trainings," stated Gautier. "There's a lot of good information there." NEOGOV's dedication to customer success quickly became a reality in the City and County of Denver.

The City and County of Denver selected NEOGOV Insight Enterprise to successfully meet e-recruiting needs because of their responsive, strategic and customer-centric approach. NEOGOV's proven track record of 185 public sector implementations, more than any other vendor in the marketplace, gave the City and County of Denver confidence in their selection.