



Case Study

Hampton, Virginia

Agency Challenge

Hampton was attracting and hiring candidates via a paper intensive application process and Excel-based manual applicant tracking. The Hampton area is densely populated with about a half a dozen other comparable, local government agencies of which about half had migrated to an online, automated process to attract best candidates. Hampton assessed that their present process had lack of automation, inefficient storage retrieval and transfer, and difficulties with overall communications and reporting.

NEOGOV Solution

Hampton selected NEOGOV Insight and experienced a fairly extensive implementation due to the fact that NEOGOV trained 125 users in the first month. Within 2 weeks the recruiters already saw vast improvements in the automation and efficiency with the Insight system. Hampton also quickly recognized the ease of record retrieval and applicant tracking.

Overall, Hampton was impressed with NEOGOV's responsiveness, customer service and attentiveness to getting the Insight system working most efficiently for their agency needs. Hampton plans to capitalize on training to utilize more of the autoscoring and filtering capabilities of the system, and still rely on some of their previous processes for paper appointments, DMV checks and background screening.

"We would buy it in a heartbeat all over again it's a really good system."

– Cynthia Laurell, Hampton

HAMPTON OVERVIEW

Hampton is nestled along the beautiful Chesapeake Bay and graced with miles of shoreline and breathtaking water views. Hampton has a distinct small-town feel with little traffic and an abundance of amenities. With an average commute time of 20 minutes, Hampton is literally in the heart of Hampton Roads. Hampton Roads is the name of both a body of water and the region of land areas which surround it in southeastern Virginia in the USA.

BUSINESS OVERVIEW

Number of Employees:	125
Number of Departments:	43
Annual Applications:	18,000
Solution:	NEOGOV Insight Enterprise
Customer	Since 2006