



Case Study

Newport Beach, California

Agency Challenge

Newport Beach had been operating on a manual system with a paper intensive application process. They developed an in-house system for online applications and everything else was processed via Microsoft Word or Excel documents.

The major challenges that Newport Beach was facing were the lack of statistics and reports around their recruiting processes, as well as the duplication of applications. As a bi-product of the manual processes, the amount of paperwork and staff time increased, and there were difficulties with the accuracy and continuity of applicant tracking.

Newport faced some turnover in key HR roles and began to assess challenges with their present system. The workflow and number of applicants began increasing and the manual processes and training was taking a tremendous amount of time.

NEOGOV Solution

Newport Beach implemented Insight Enterprise as their e-recruitment solution to eliminate manual processes and improve workflow. The agency immediately benefited as they were able to gather all reports and statistics needed and increase overall efficiency. Newport Beach assessed that close to 50% of the staff’s time was saved with the efficiency of the Insight system. The agency was now able to attract and manage a larger amount of recruits and focus on the details and process of each recruit, and overall reducing time-to-hire.

“Our paperwork has been cut down significantly,” stated Gwen Bouffard, HR manager. “I would have to go in manually and input who the recruitment was assigned, now I can assign once to NEOGOV and I don’t have to manually update that at all.” From a management perspective, Newport Beach found the reporting and ease and flow of the system, internally for staff and externally for applicants, was the strongest features for their agency. With Insight, the statistical reports aided in administrative and budget analysis, and the staff had everything they needed to work efficiently in one central location. Newport Beach was complimentary of NEOGOV’s responsiveness and customer focus during and after the Insight system implementation, and they seek to utilize further training and expand their capabilities of the system.

“Overall we are extremely happy with NEOGOV. The Insight system has cut our staff time in terms of recruitment. Instead of doing a lot of processes, we are able to get in and work with our departments to have better recruitment.”

– Gwen Bouffard, HR manager, Newport Beach

NEWPORT BEACH OVERVIEW

Incorporated in 1906, Newport Beach is a city in Orange County, California, nestled 50 miles south of Los Angeles and 85 miles north of San Diego. As of 2007, the population was 84,218. Newport Beach is approximately 40 square miles, of which 22 square miles is water.

BUSINESS OVERVIEW

Number of Employees:	500+
Number of Departments:	13
Solution:	NEOGOV Insight Enterprise
Customer	Since 2007