



Case Study

San Bernardino, California

Agency Challenge

As a large government organization, the County needed a flexible, scalable workforce management solution that could be easily customized to match their unique processes. With an influx of applicants, the County had relied on its previous applicant tracking system for as long as possible, but the old system simply couldn't keep up – or match the ease of use and the customization capabilities required by the County users. Users also found the previous system cumbersome requiring too much “hand-holding” to accomplish simple functions. Finally, the County required a solution that could help them increase their capacity to track potential applicants throughout the entire recruitment lifecycle. This prompted the County to look for a comprehensive workforce management solution that could be quickly and easily implemented throughout their organization.

After narrowing down their list of qualified vendors, selection criteria included product functionality ease of use, a strong customer service offering, flexible configuration and workflow tools, and a built-in approval process. But features and functions weren't the only things that the County was looking for. The County also expected a customized implementation plan with designated implementation specialists, a training plan, training for HR staff, and strong support services. In other words, the County was seeking a one-stop, complete solution provider that can do it all: successful implementation, training, integration, top-notch customer service, plus ongoing training, support, and best practices offerings.

NEOGOV Solution

The NEOGOV implementation team applied a proven straight forward implementation process and the County was able to get up and running in less than 30 days while minimizing employee training time. The system's intuitive easy-to-use interface, made the internal training process and adoption easy and effective. NEOGOV also offered a set of best practices learned from hundreds of similar successful implementations, accelerating the learning process for the County of San Bernardino significantly. The County of San Bernardino HR team soon realized that there was more to NEOGOV than an elegant software solution. NEOGOV also has a strong customer service oriented mentality and public sector focus that is attractive to government HR organizations. “The selling point to our agency was the NEOGOV Customer Success Team. Our NEOGOV implementation manager was always available, accessible, and helpful as we migrated to a new solution,” said Summer Adams, Human Resources Officer.

SAN BERNARDINO OVERVIEW

As one of the fastest growing counties in the nation, the County of San Bernardino was looking to become an employer of choice. To sustain the rapid growth, the HR department needed to replace their existing recruitment system and put a new workforce management solution in place – and fast. After evaluating several HR vendors, San Bernardino County chose NEOGOV and completed implementation in less than 30 days.

BUSINESS OVERVIEW

Located in southeast California, San Bernardino County is the largest county in the contiguous United States by area. This vast county stretches from the outskirts of Los Angeles Area to the Nevada border and the Colorado River. The County's 14,000 employees provide services to their 1,932,000 citizens. The County receives approximately 100,000 applications per year and processes well over 600 recruitments annually.

The County users also took advantage of NEOGOV's flexible customization platform to configure their existing forms and internal processes to match their unique business needs. NEOGOV's ease of use and deep customization has resulted in improved productivity and management insight, which is helping the County of San Bernardino gain an advantage in the competitive job market.

With all of the core personnel team trained and using NEOGOV Insight Enterprise, the County is now moving to a complete and automated integration with its HRIS system. The County has also found that with a streamlined recruitment process, they can reinvest their energy towards a total re-branding of the agency. Greater marketing efforts in job fairs and the introduction of portable kiosks for immediate applicant application has meant the County is closer to meeting its mission of becoming an employer of choice.

“Prior to implementing the NEOGOV solution, creating agency specific customizations and workflows was costly and time consuming. Whenever we wanted a quick change or customization, we were presented with an additional cost and a project timeline. With NEOGOV, it literally takes minutes to configure our own fields and processes, which allows our recruiters to work smarter and faster.”

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