Case Study: Recruitment Process Outsourcing

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A TRUEBLUE COMPANY

PROVIDING A SCALABLE SOLUTION TO BOOST RECRUITING CAPABILITIES

In 2013, PeopleScout was approached by a major financial institution looking to supplement its internal recruiting functions. PeopleScout's RPO solution provides the client with the scalability and flexibility it needs during high and low-volume hiring periods. Over the course of the engagement, PeopleScout's scope has expanded to additional lines of business. Positions in scope include tellers, personal bankers, IT, risk, compliance, audit, finance, mortgage, wealth management and call center representatives.

SOLUTION HIGHLIGHTS

- **SCALABLE FULL-CYCLE SUPPORT FOR CYCLICAL HIRING NEEDS**
- **CONSULTATIVE SUPPORT AND MARKET INTELLIGENCE**
- **INNOVATIVE SOURCING SOLUTIONS**
- **DEDICATED MILITARY HIRING RESOURCES**
- **PROJECT SCOPE EXPANDED**

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SCOPE & SCALE

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SITUATION

The financial institution engaged PeopleScout to develop an RPO solution that handled cyclical hiring to support its internal recruitment teams for specific lines of business. PeopleScout supported the client with a full-cycle RPO solution, including post-offer acceptance and pre-hire compliance. PeopleScout also worked with the client's internal recruiters to provide sourcing and screening support as well as administration recruitment coordination support.

SOLUTION

SCALE AND FLEXIBILITY
PeopleScout's team scaled according to the client's needs, fluctuating in size from approximately 90 members to over 200, helping manage costs while ensuring hiring demands are met, allowing their businesses to be staffed appropriately.

DEDICATED EXECUTION
PeopleScout executed each phase of the recruitment process from identifying quality candidates to onboarding new hires.

CONSULTATIVE SUPPORT
We provided the client with consultative services including market intelligence and innovative sourcing solutions.

RESULTS

INCREASED HIRES
PeopleScout facilitated an average of 8,000 hires per year.

COMMITTED SUPPORT
Successfully navigated the client's complex processes and company hiring practices.

DEDICATED MILITARY HIRING RESOURCES
Helped the client achieve annual military hiring goals, dedicating two PeopleScout team members solely to military hiring.

HIGH RANKING
PeopleScout met 90% of SLAs over the course of the engagement.

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