



## A DYNAMIC RECRUITING SOLUTION TO SUPPORT GROWTH AND IMPROVE CANDIDATE EXPERIENCE

A healthcare revenue and payment cycle management company needed an RPO partner to support the rapid growth that occurred when it acquired a healthcare IT business. Healthcare IT is a niche field with a limited number of candidates and many hard-to-fill positions. To meet its new workforce demands, the client engaged PeopleScout to implement a full-cycle RPO program for both exempt and non-exempt hiring. In addition, they partnered with PeopleScout to provide additional support to their internal talent acquisition teams in areas where hiring volume increased through our Recruiter On-Demand (ROD) solution.

### SOLUTION HIGHLIGHTS

- **FULL-CYCLE, EXEMPT AND NON-EXEMPT HIRING**
- **3,000+ ANNUAL HIRES**
- **RECRUITMENT OF HARD-TO-FILL ROLES**
- **DEDICATED VETERAN HIRING RESOURCES**
- **TECH-ENHANCED CANDIDATE EXPERIENCE POWERED BY AFFINIX™**

Case Study: Recruitment Process Outsourcing

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## SITUATION

The client requires a scalable RPO solution that is flexible enough to navigate hiring spikes throughout the year and to access talent in the niche healthcare IT field. PeopleScout's RPO program spans high-level technology roles as well as HR, finance, marketing, sales, legal, customer service and sourcing for executive-level candidates. Due to COVID-19, the client also required a new digital interviewing platform to create a consistent experience for candidates as they move through the hiring process.

## SOLUTION

### SOURCING FOR LEADERSHIP ROLES

The client leverages PeopleScout's experience and expertise to source executive-level candidates to fill key leadership roles.

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PeopleScout's expert recruiters work with the client to identify qualified candidates in the competitive healthcare technology talent landscape.

### EMPLOYER BRANDING

PeopleScout's RPO teams consult with the client to craft precise employer branding messaging and a social media strategy to attract talent for hard-to-fill open positions.

### ATS IMPLEMENTATION

PeopleScout assisted the client in the implementation of a single ATS platform to decrease redundancy and recruiting errors and create a pipeline of better-quality candidates.

### IMPROVED CANDIDATE EXPERIENCE

PeopleScout implemented Affinix digital interviewing technology to ensure a consistent experience for candidates as they move through the hiring process.

### EMBEDDED RECRUITMENT SUPPORT

PeopleScout recruiters are embedded within the client's organization and work with their internal teams to navigate sourcing, screening and hiring challenges to improve talent acquisition outcomes for all positions in scope.

### DIVERSITY & VETERAN HIRING

To support the client's commitment to diversity and veteran recruiting, PeopleScout has a specialized focus and dedicated resources in this area.

### IMPROVED METRICS

PeopleScout's RPO team provides the client's leadership with full transparency by monitoring and reporting on metrics important to them including time-to-fill, candidate quality and the speed of the recruiting program.

## RESULTS

### INSIGHTS & EXPERTISE

The client values the input and insights provided by PeopleScout's experienced RPO team and their ability to quickly source and hire candidates for hard-to-fill positions.

### ACQUISITION SUPPORT

The client has successfully navigated the challenges presented by its acquisition of the previous client's healthcare IT business with the support of PeopleScout talent acquisition professionals.

### EXPANDED TALENT POOL

PeopleScout's RPO solution has expanded the client's talent pool and now sources veteran and diverse candidates more efficiently.

### IMPROVED PERFORMANCE

PeopleScout has improved the client's recruitment performance by merging people, process and technology to enhance the experience with the recruitment process for candidates, recruiters and hiring managers. Average days to offer accept dropped from 62 days to 37 days for exempt positions, and from 40 days to 22 days for non-exempt, below the client's target goal of 50 and 40, respectively.

