

**FACT SHEET**

# PeopleScout Sure Start

**ONBOARDING & RETENTION SERVICES**



## New Hire Care for Long-Term Retention and Productivity

According to benchmarking data from the Society for Human Resource Management (SHRM), the average cost-per-hire is nearly \$4,700, including costs to source, hire, onboard and train a new employee.

Yet, despite these investments, 44% of job seekers have backed out after accepting an offer according to Gartner. Organizations who fail to prioritize the engagement and retention of new hires will miss out on ROI from their recruitment investments.

PeopleScout Sure Start is a comprehensive onboarding solution, designed to ensure that new hires not only start on their first day but also feel valued and engaged from the outset. Balancing both personal and digital touchpoints, Sure Start provides

the support your new joiners need to keep them excited and help them become productive faster.

Our dedicated Sure Start team acts as a talent concierge, maintaining regular personal contact with each new hire to proactively address any concerns or questions that may arise during the pre-boarding and onboarding phases. Powered by our award-winning Affinix<sup>™</sup> talent acquisition technology platform, your new employees receive digital communications to keep them connected to your brand.

This unique service reduces early turnover, boosts productivity and ensures your new employees are set up for success.

## How it Works

### COORDINATED ONBOARDING SUPPORT

Our team guides new hires through the pre-boarding and onboarding processes, ensuring all paperwork is completed and coordinating with your background check provider.

### ENHANCED COMMUNICATION

With Affinix, we streamline communication and document collection, keeping new hires engaged and well-informed.

### REGULAR CHECK-INS BEFORE & AFTER STARTING

Personalized touchpoints ensure new hires feel prepared and committed to starting their new role. Plus, we conduct 30-, 60- and 90-day surveys to measure new hire satisfaction and promptly address any concerns.

### PROACTIVE RETENTION STRATEGY

If a new hire expresses dissatisfaction, our team collaborates with your HR team and hiring manager to resolve the situation, reducing the risk of no-shows and early turnover.

# Benefits of Sure Start



## ONLY PAY FOR CONFIRMED STARTERS

Most RPO engagements require payment at the point of offer acceptance. With Sure Start, we only invoice when the new hire's start is confirmed.



## WELCOME VIDEOS & TEXTS

Leveraging Affinix, our team can send welcome videos and texts to candidates to create an emotional connection to your brand.



## WHITE-GLOVE EXPERIENCE

Our team makes personal connections with each candidate to keep new joiners excited and engaged. These touchpoints identify red flags and mitigate no-shows and quick quitting.



## EXIT INTERVIEWS

Our team conducts exit interviews to provide you with valuable information and action improvements.



## CUSTOMIZED ONBOARDING PORTAL

A customizable online portal provides information and self-service options for new joiners.

## The Peoplescout Promise

The difference between being a provider and a true partner lies in the whole approach to service. For over 30 years, we've built our services on integrity. We're proud and humbled to say that this philosophy has led to some of the most enduring client relationships in the RPO space.

Our deep expertise in recruitment, employer branding, talent attraction and recruitment technology makes us a recognized leader in talent acquisition. Whether you need to fill professional, specialist, leadership and volume roles our global search teams deliver top-notch, future-ready talent.