

# National Government Contractor Hiring

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A Case Study in Advanced RPO Excellence



## CUSTOMER SUCCESS STORY

### ADVANCED RPO CASE STUDY

## Recruitment Transformation & Optimization

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### Background & Scope:

Client is a national government contractor that delivers defense, intelligence, civilian, and health care services to government entities. With high staffing needs across the U.S., spanning hundreds of cities, and rigorous government requirements, this client faced a complicated and inefficient 27-step hiring process.

### Key Challenges:

- **Scalability:** Significant and unpredictable hiring surges with an inability to properly forecast needs.
- **Complicated 27-Step Process:** A long pre-employment clearance period, high turnover rate, and training scores.

### Other Challenges:

- |                                |   |  |
|--------------------------------|---|--|
| ✓ HIRING ACROSS<br>300+ CITIES | ✓ 27 STEP HIRING<br>PROCESS             | ✓ VOLATILE HIRING<br>SWINGS            |
| ✓ 50+ UNIQUE<br>POSITIONS      | ✓ SPECIAL PROJECT<br>HIRING             | ✓ 100% OFCCP<br>COMPLIANCE<br>REQUIRED |
| ✓ THOUSANDS OF<br>HIRES        | ✓ 85% OF ROLES<br>REVENUE<br>GENERATING | ✓ MANUAL<br>ONBOARDING<br>PROCESS      |

### Partnership Objective:

Client needed a scalable solution, with accountability, to meet hiring demands, maintain compliance and improve new-employee retention (training pass-rates).



# ADVANCED RPO RESULTS

## Partnership Launch:

- **Areas of focus:**
  - 27-step hiring process (locate inefficiencies)
  - Hiring forecasting
- **Defined a team structure required to drive results**
- **Developed a feedback loop** (hiring manager & candidate satisfaction surveys)
- **Identified key metrics focused on the business impact**
  - Candidate retention from offer to security clearance
  - Candidate quality; training class pass rates
- **Implemented technology to automate the application process & candidate scheduling**

## Results:

Advanced RPO provided an end-to-end recruitment process outsourcing solution that made a significant impact to the business. Advanced RPO was accountable for every requisition, from custodian to CFO, and filled 3,000+ jobs annually. Advanced RPO provided scalability to meet the fluctuating needs and improved the efficiency of the 27-step hiring process. This increased candidate retention and passing rates, saving the client \$1,000,000+ annually.

## Business Impact:

**3,000+**

Critical  
Hires Met  
*Annually*

**\$1MM+**

Client  
Savings  
*Annually*

**SCALABILITY**

Met Hiring Goals  
Through Harsh  
Peaks & Valleys

**SATISFACTION**

Candidate  
Surveys = 94%  
Satisfaction

**TALENT ANALYTICS**

Provided Market and  
Candidate Intel that  
Improved Candidate Flow  
and Hiring Forecasting

**22% INCREASE**

Increased Candidate  
Quality with an Improved  
Training Pass-rate from  
72% to Over 92%

# ADVANCED RPO RESULTS

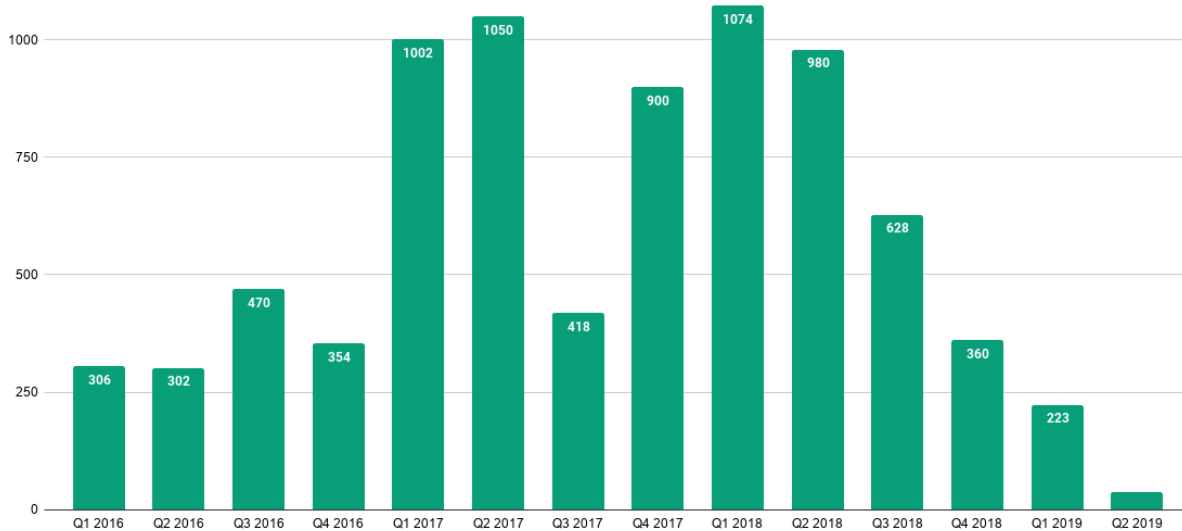
## Training Pass Rates by Quarter

(from 72%, prior to partnership, to a consistent 90+%)



## Scalability

(demand-directed hires per quarter)



## Feedback

*"I don't want our competitors to find out that you are my secret sauce."*

~ VP of HR

*"I have 4+ years working with Advanced RPO during which we identified and provided offers of employment to more than 8,000 candidates. They are/were extremely responsive, open to feedback and collaboration, and provided exceptional overall service."*

~ DIRECTOR OF HR