

## At a Glance

### Problem:

- Recent acquisitions required scalable staff to ramp up hiring for 4,000-4,500 positions
- Needed a streamlined recruiting process

### Solution:

- An end-to-end RPO solution, from receipt of request through on-boarding
- A dedicated team of 40+ off-site resources support the client via SourceRight Solutions' National Recruiting Center & virtual recruiter network

### Results:

- Sourced 18,000 candidates
- Hired 4,500 employees
- Met or exceeded the vast majority of service-level metrics

## Delivering Efficiency & Expertise

*RPO solutions streamline process in client's new acquisition*

### Client Profile

One of the world's largest financial services firms, focused primarily on consumer lending and deposits, the client's principal business segments include domestic credit card lending, automobile/motor vehicle financing and global financial services.

### Business Problem

The client had acquired two financial services companies, along with several smaller acquisitions and required scalable human resources staff to ramp up hiring for 4,000-4,500 inbound and outbound call center positions. In order to contain costs, the client needed reliable forecasting to address frequent shifts in hiring needs. Over time, the client's selection process had become complex, and they desired a streamlined approach while maintaining a high-quality, high-touch solution.

### The SourceRight Solutions Approach

SourceRight Solutions<sup>SM</sup> developed an end-to-end recruitment process outsourcing (RPO) solution that included the entire hiring process, from receipt of request through on-boarding. Working in collaboration with the client, SourceRight Solutions designed a custom solution that integrated and leveraged the client's existing technology, along with numerous SourceRight applications and tools. The solution included a dedicated team of 40+ resources, supporting the client via SourceRight Solutions' National Recruiting Center and virtual recruiter network.

In order to streamline the hiring process, SourceRight Solutions delivered and proctored a suite of online tests and pre-employment assessments via local SourceRight offices. SourceRight's staff conducted interviews, virtual teller simulations, pre-employment checks and mailed written job offers.

### Value Delivered

Annually, SourceRight Solutions sources and processes 18,000 candidates and hires 4,500 employees. The SourceRight Solutions' approach has met or exceeded the vast majority of service-level metrics, which include satisfaction metrics for hiring managers and candidates, time-to-fill and candidate quality.

For more information, visit [www.sourcerightsolutions.com](http://www.sourcerightsolutions.com).