



RPO partnership

delivering bottom-line value

KellyOCG® helps a medical device company's Asia-Pacific locations reduce agency spend and maximise talent quality through an enterprise RPO solution.

THE COMPANY

A major medical device and orthopedic manufacturer required recruitment support at its Singapore and Malaysia locations.

THE CHALLENGE

The company's heavy reliance on talent suppliers and lack of consistent recruitment processes were impacting the quality of its talent pool and ability fill critical positions quickly.

THE SOLUTION

As the manufacturer's RPO partner, KellyOCG successfully streamlined vendors, standardised processes, and established an ongoing pipeline of top quality candidates.

THE RESULT

This centralised recruitment process management has resulted in significant cost savings, reduced time-to-fill, increased quality of talent, and more.

With a strong reliance on multiple talent agencies, a leading medical device manufacturer was feeling the impact of its fragmented talent acquisition processes. Not only was its existing model costly, but the lack of consistency and standardisation was also negatively affecting the quality of the company's talent pool.

Fortunately, the manufacturer had a great employer brand; in fact, it had been selected as an employer of choice in Malaysia. The problem was, the organisation was struggling to promote all that it had to offer to the talent community. The sales function, in particular, was faced with high turnover, and the company was **struggling to fill critical revenue-driving positions.**

In order to achieve the best-in-class practices, rigour, and process efficiencies it needed to remain a competitive employer, the company turned to KellyOCG to establish an **RPO partnership that would bring consistent, long-term value.**

KellyOCG immediately sprang into action, implementing an enterprise RPO solution that would manage the entire talent acquisition process, from sourcing through onboarding. This centralisation of management allowed the company to consolidate suppliers and standardise processes across the entire recruitment function.

Additionally, while the company had a sophisticated applicant tracking system (ATS), the tool wasn't being fully utilised. Our team stepped in to **educate hiring managers** on the technology's full scope of capabilities and streamline the process for requisition upload to the system. To maximise the sustainability of the company's employer brand and tap into a key, but under-utilised source of talent, we also implemented an **internal referral program**.

As we continue to manage the company's talent acquisition processes, we've become a **seamless extension to its HR organisation**. Our service approach involves regular briefing calls with hiring managers to clearly define roles and requirements. To ensure we're delivering the highest quality, **best-fit candidates** and to help **expedite time-to-fill**, we rigorously qualify each and every candidate before they get handed off to the hiring managers.

A year into our partnership, our RPO solution has already yielded significant results. We've reduced agency reliance from 43% to just 12%, a move that has the potential to save the company \$309,000 yearly in agency spend. And by providing a consistent pipeline of qualified candidates, we've reduced the cycle time from 73 days down to 42 days. Together, all of these factors trickle down to directly impact the company's revenue stream for the better.

OUR VALUE

PROJECTED YEARLY
COST SAVINGS OF
\$309K

IMPROVED
QUALITY OF
TALENT

42%
REDUCTION IN
CYCLE TIME

About KellyOCG

KellyOCG® is the Outsourcing and Consulting Group of workforce solutions provider Kelly Services, Inc.

KellyOCG is a global leader in innovative talent management solutions.

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