

Delivering cost savings

across seven countries



KellyOCG® helps a major pharmaceutical company support the full-time recruiting needs of its Regional Operating Centre, including South Korea, through an enterprise RPO solution.

#### THE COMPANY

Our client is one of the world's top 20 pharmaceutical companies, operating globally with more than 47,700 employees.

#### THE CHALLENGE

The company was completely reliant on external talent agencies for recruitment across its seven APAC locations and needed a more efficient and cost effective way to access top talent.

#### THE SOLUTION

As the selected RPO partner, KellyOCG successfully implemented standardised processes to recruit approximately 500 mid-level positions across all locations to streamline operations.

#### THE RESULT

This centralised solution has resulted in a trusted relationship between KellyOCG and the client, increased visibility and communication with the newly implemented process, and achieved approximately \$500,000 in cost saving.

With more than 80% reliance on external talent agencies, a global pharmaceutical company's Regional Operating Centre recruitment was being handled by teams across seven different countries, namely —Singapore, Malaysia, Indonesia, Philippines, Thailand, Vietnam, and South Korea.

Not only was the existing model yielding high recruitment costs, there was a lack of consistency and standardisation across the locations, resulting in less visibility and communication throughout the recruitment process.

KellyOCG was engaged in an RPO partnership to support the company's regional recruitment needs, with a specific goal of filling approximately 500 mid- to senior-level positions in the region. We deployed a consultative approach to solving the client's recruitment challenge.

To reduce the organisation's total dependency on talent agencies, we brought in dedicated resources to support the RPO program, including two recruiters to manage the hiring manager/stakeholder relationship, two sourcing specialists to identify suitable candidates, and one program manager to oversee the entire RPO program.

At the beginning of our engagement, we established **touch points and action plans to increase communication and transparency**. This enabled management to have visibility into the recruitment process—how people were being recruited, when roles were being filled, and if there were any challenges to address. Further, the RPO program manager was on site regularly to check in on progress and build a collaborative business relationship.

By implementing best practices and standardised recruitment processes across all seven locations, our team helped the company become more streamlined in its approach. Compared to the steep agency fees the company was paying previously, **working within the KellyOCG RPO model saved the client approximately 500,000 SGD for the full first year**.

**Our trusted partnership with the client is currently our largest enterprise RPO engagement**. In the course of a year, we reduced the organisation's reliance on agencies from 80% to 22%. Our program also achieved a time-to-hire of about 70 days and an average savings of 46% on cost per hire across all seven countries. Within a year 78% of the mid- to senior-level positions that have been filled were non-agency hires—38 through KellyOCG, 11 internally, and only 14 by external agencies. KellyOCG will continue to evolve the program and drive cost savings to make a bigger impact on the talent pool and the organization's bottom line.

The success of the solution can be attributed to a **well-established communication process between KellyOCG and the business stakeholders**, as well as the development of a well-managed talent pool and pipeline. The solution was also supported with seamless talent advisory services by KellyOCG, which has also begin focusing on elevating company branding to the target talent community.

## OUR VALUE

COST SAVINGS OF  
**\$500K**

**46%**  
SAVINGS ON  
COST PER HIRE

**78%**  
NON-AGENCY  
HIRSES

### 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.

Visit [kellyocgapac.com](http://kellyocgapac.com) to learn more.



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