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Recruiting Partnership Drives Quality, Efficiency, and Performance

When a US top 50 Staffing firm decided to provide recruitment support to its field offices centrally from their corporate office. The company's options were to build a recruiting team from the ground up or outsource the non-core recruiting function. Once they decided on outsourcing the non-core functions they evaluated the idea of Off Shoring some the functions to a third party service provider. After screening many firms and running pilot projects with few.

The client partnered with Encore India to support its centralized recruitment process, which entailed candidate sourcing, screening, hiring to support approximately 30 U.S. field offices. This approach, now widely known as recruitment process outsourcing (RPO), was ahead of its time few years ago.

One of the most important steps in achieving a successful RPO relationship is the integration of RPO processes into the existing business structure and culture. With that in mind the client and Encore India set out to make RPO a seamless extension of the organization.

A team of 20 Recruiters & Sourcing agents were selected from Encore India offshore operations center in India to work as an extension to the clients centralized recruiting team. The team included specialty recruiters in Software ,IT and engineering .The job entrusted to Encore India was to source, identify, and evaluate candidate talent; and support the full cycle recruiting process while the Clients Field Representatives and in-house recruiters interfaced with their client hiring managers.

Initially, the team was charged with supporting vendor managed accounts (VMS accounts) managing contract and perm hires for the client's fortune 500 customers. Within few months other field based positions were added to the RPO program. Continued success and improvements resulted in further expansion of the program.

The RPO program has earned high praise from the client by delivering performance improvement, cost savings, service coverage , and organizational flexibility. Not only did Encore India score well on service evaluations , but metrics also show that the program is good for the client's business.



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As an end-to-end program, RPO has:

- Reduced cycle time-to-hire
- Increased placements
- Coverage for hard to fill or low revenue accounts
- Savings in cost of recruiters and training programs

As the RPO program enters its 3rd year, it continues to increase service offerings, streamline processes, and achieve hard-dollar cost savings.

- RPO providers employ teams of specialty recruiters with industry experience in segments such as engineering, IT, finance, scientific, administrative, and industrial. What makes these recruiters a true asset is that they have access to job candidates that an employer's HR team can't find on its own. These recruiters are also experts at targeting passive candidates—all-star employees who are satisfied enough with their current jobs to keep them from actively seeking out new opportunities but not so satisfied that they can't be convinced to consider attractive positions.
- Today's HR departments are lean and have an eye on controlling costs. Outsourcing non-core business functions frees up more time to address strategic business initiatives and saves money by reducing cost-per-hire and turnover.
- Because RPO providers are in the business of recruiting, they typically invest in the best technology to perform that function. This gives employers use of state-of-the-art prescreening technology and vendor management systems at a fraction of the cost to purchase or develop an in-house system.

We will be happy to provide references for this case study on request.