



When To Engage A Recruitment Process Outsourcing (RPO) Partner

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Abstract

This paper explores how recruitment process outsourcing (RPO) helps companies overcome some of today's greatest workforce challenges. It provides best practices on how to select an RPO partner that is right for your organization and how to avoid the common pitfalls associated with outsourcing. It also explores how an RPO solution becomes a competitive advantage by bringing greater efficiency, scale and expertise to your recruiting program.

Introduction

Everywhere you look, companies are experiencing employment challenges that can threaten their ability to compete in the marketplace. Talent shortages caused by an aging workforce, coupled with the reduction of new candidates entering high-demand fields, means that competition is greater than ever for certain skill sets. Globalization has introduced new legal and cultural hurdles that companies must overcome as they look to expand into new countries. Younger workers, with their different values, communication styles and career aspirations are challenging HR leaders to find new ways to engage talent. To stay competitive, forward-thinking companies will have to adjust their employment brands and value propositions to attract and retain workers. In the face of these and many other workforce complexities, it is no wonder that many companies are now looking for a partner to help find and hire the talent they need.

MAKING (RPO) PART OF YOUR STRATEGIC VISION

Making Recruitment Process Outsourcing (RPO) Part Of Your Strategic Vision

Now, more than ever, organizations and their talent acquisition leaders are faced with the complexities of finding talent in a changing environment. To approach these challenges correctly, you will need to closely review and fully understand your employee turnover, operational growth, branding, college recruitment, employee referrals, hiring events, interns, temporary labor, hourly hiring, vendor management, diversity strategies and talent pipelines. Knowing these key data points, inside and out, is the first step to developing a strategy that will attract, recruit and retain the right talent for your organization.

In the past, RPO providers solely offered end-to-end recruitment solutions in lieu of maintaining your own internal talent functions. Today, RPO providers offer a diverse portfolio of solutions that can help you bring balance to your existing strategy by adding functional and strategic elements that may be missing from your current plan.

PROJECT-BASED SOLUTIONS

Project-Based Solutions

Gain the ability to respond to staffing changes in real-time with an RPO solution that supports project-based initiatives. When well executed, you gain a recruitment solution that works in collaboration with your existing teams. These project-based solutions have a clear start and end date that allow the organization the flexibility to ramp up, or slow down, recruiting efforts as hiring needs change throughout the year.

TIP

Create a project plan that allows enough time on the front end to fully understand the hiring metrics associated with each particular type of talent. This will allow you to choose whether to follow existing hiring processes or change your strategy to meet new objectives. Weekly meetings are encouraged to accommodate deadlines and align teams so they can more effectively manage, adjust and react to changing parameters.

Employee Referral Program Administration

Employee referral programs have the potential to drive the greatest amount of talent to an organization and therefore require a higher touch to execute effectively. Technology is the foundation by which you will collect, attract and monitor referrals. However, the way the program is designed (e.g., follow-up, special hiring campaigns, payment processing and social initiatives) can dramatically impact the number of referrals you receive. RPO organizations have the expertise and resources to keep this vital pipeline supported and active.

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College /Hiring Event Management

Many organizations recruit college students or conduct hiring events to attract a specific type of talent. RPO organizations have the tools to support these events with custom microsites, employment branding strategies, recruitment marketing materials and event management expertise. Additionally, they are able to provide the screening and delivery of candidates that meet your hiring criteria. For organizations that execute more than five events per year, having a partner that is skilled in executing and marketing these events can save your recruiters hours of time that could be better spent on day-to-day hiring activities.

Vendor Managed/Blended Hiring

Go beyond traditional RPOs by deploying a total workforce solutions company that can attract and manage the variety of talent you need, regardless of their type. For organizations that hire both temporary and full-time staff, an RPO provider that offers a managed services program (MSP) and a vendor management system (VMS) will have the resources to provide an organized approach to deploying an integrated MSP/RPO program. Depending on hiring volume, an RPO can use vendor management technologies, staffing agency management expertise, process excellence and program metrics to provide advice on spend, talent mixes and the best strategy for time-sensitive hiring initiatives.

Recruitment Administration Process Management

Reduce the administrative burden related to recruiting without sacrificing the documentation, applicant tracking and program administration you need to be successful. This type of RPO solution allows you to refocus internal teams on recruiting by outsourcing administrative tasks like scheduling, interview coordination, candidate experience management, offer letter preparation, provisioning and program administration to your RPO partner.

DEPLOYING A SUCCESSFUL SOLUTION

Deploying A Successful Solution

As with engaging any outside vendor, choosing the right RPO partner is all about synergy. Establishing clear roles and responsibilities is the best way to avoid some of the common pitfalls that could undermine your RPO program.

01 Pitfall

An “Us vs. Them” culture. When this scenario exists it defeats the ability to problem solve on hard-to-fill initiatives.

02 Pitfall

The Blame Game. This is where both organizations begin to point fingers at one another instead of reviewing the facts, collaborating on solutions and deploying actions that deliver the best solution.

03 Pitfall

Focusing only on the fill. Healthy recruiting programs promote a balance between filling the position and providing a satisfying experience for both the candidate and hiring manager. Focusing only on the fill can make the process feel more like staffing than talent acquisition.

04 Pitfall

Unrealistic expectations. Many companies turn to an RPO hoping for a silver bullet that will improve the current hiring time-to-fill. However, if unrealistic expectations exist, adding a new solution will not solve the core problem.

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05

Pitfall

Do what I could not do. When looking to centralize hiring practices, it is easy for companies to overlook how their internal culture affects enterprise-wide functions. Without the proper executive sponsorship, project management and change management plans, an RPO cannot gain the buy-in it will need to accomplish a centralized function. The first step is to understand what your organizational culture will support, and engage solutions that can work within your culture.

MYTH

Outsourcing means giving up your existing program.

FACT

RPO is the addition of resources to fill gaps and allow you to rapidly scale your workforce to stay flexible in today's complex, global environment.

AgileOne RPO

Scalable recruitment services increase efficiency, improve quality-of-hire and balance productivity while delivering bottom-line cost containment. AgileOne acts as your consultative partner, enhancing or managing all aspects of the talent pipeline including branding, recruiting, evaluation, acquisition management, uniformed on/off-boarding and performance metrics.

Go beyond traditional talent acquisition with a recruitment process outsourcing (RPO) model that dramatically reduces the overhead associated with acquiring direct hires and offers best practices to enhance candidate engagement, quality-of-hire and consistency in delivery.

Conclusion

The business landscape is getting more complicated and companies will need to be able to adapt to stay competitive. Implementing an RPO can infuse new expertise, tools and technologies that will help you find the talent you need today and the talent pipeline you need for tomorrow. If you are interested in learning more about RPO, we are here to help. Contact us today to learn more about how AgileOne can help you with all or part of your recruiting strategies.

One World. One Workforce.

Go beyond traditional workforce programs with a consultative partner able to manage your entire, end-to-end talent lifecycle. From cutting-edge technologies to award-winning services, AgileOne has the resources to provide true total talent management. Minority/woman-owned, with operations in nearly 20 countries around the globe. One World. One Workforce. One provider: AgileOne.

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