ADP
A more human resource.℠

Over 100,000 interviews scheduled and more than 4,000 background screens performed annually

A full-service global investment firm sought a recruitment process outsourcing (RPO) provider to oversee its administrative and campus processing needs, and wanted a provider that would easily be able to scale offsite sourcing and administrative support. The organization had analyzed its existing processes and identified a need for stronger support after a prior vendor was unable to offer the necessary flexibility. The lack of scalability in the existing processes caused challenges across business units, drove up costs, and increased the time it took to complete administrative processing. Based on successes providing strong solutions to other financial services companies, the client selected ADP® as its RPO partner.

ADP's RPO Solution

Once the partnership began, ADP worked with client hiring managers to identify ways to efficiently deliver sourcing and administrative support. More effective solutions for interviewing, assessing, and communicating with candidates were identified and implemented to immediately begin providing relief for the organization's process pain points. ADP took over administrative tasks for client hiring managers, and customized the hiring methods to meet the needs of each division.

ADP assigned team members to sit on-site at client locations as well as additional support from associates at several ADP offices. The teams work directly with client stakeholders and hiring managers to provide support for the new processes, including campus work and recruiting for international roles. The high touch, personalized assistance provided to hiring managers across the company ensures the strength of the partnership and helps identify any areas for improvement as the relationship continues to develop.

To support the client hiring needs, ADP developed an administrative process that focused on building greater flexibility and scalability, so as to align with the ebb and flow of hiring needs across the company. The use of scalable resources allows ADP to easily increase or reduce support to the account based on the amount of hiring needs, at no extra cost to the client. This drastically reduces the cost of filling open roles while still ensuring that hiring needs are met.

The client identified a strong need for support in their campus recruiting initiatives, which included the hiring of 2,000 interns in the U.S. alone on an annual basis, as well as transitioning many of those interns to permanent hires. In addition to U.S. campus recruiting, team members support the hiring of 500 international interns and students annually. ADP team members took ownership of the back-end administrative processes, including compliance, working with individual campuses, auditing records in the client's HRIS, and working with global client stakeholders.

RPO Case Study - Finance

ADP also began providing high-touch qualification and review of the green card immigration process. This is part of an annual process in which the client is required to prove that a selected candidate is the most qualified candidate available. ADP RPO was given the ability to design the interview process for those candidates and employees, designing screening questions and assessments to ensure that selected candidates met all necessary requirements before passing the final report on to the client's outside counsel.

ADP started offering sourcing and recruiting support for the client, following an expansion of the partnership. Seven dedicated recruiters were assigned to the account team, and the expansion immediately began delivering results. ADP was able to fill high-level roles within the company, enabling the client to place investment bankers, traders, operators, technology, and legal representatives without resorting to expensive agency recruiting.

Due to the initial successes of the RPO relationship, the client elected to begin full end-to-end recruitment with ADP. The ADP team worked directly with the client representatives to identify the best processes and change management to implement the end-to-end strategies.

ADP also worked with the client on a collaborative partnership to design a training program to give recruiters the skill-set to recruit front-office functions at the world's premier investment bank. The unique training program provides recruiters with the expertise needed to recruit passive candidates for these highly competitive roles.

As a result of the continuing partnership, the client once again expanded the RPO solution to include much of its international administrative support needs. ADP began providing support to client hiring managers in locations such as Dubai, Frankfurt, Amsterdam, Milan, Tel Aviv, Stockholm, Moscow, Paris, London, Mumbai, and others, with continued expansions planned.

Continuing the Partnership

The client and ADP continue to plan expansions for the partnership as the relationship develops, including further global efforts, along with greater recruiting responsibilities. •

RPO Client Real Results

Save client over $15 million in agency fees annually

Over **100,000 interviews** scheduled annually

250 green cards processesd annually, improving talent pool and compliance

Perform over **4,000 back-ground screens** per year

Conduct interview scheduling in **20 countries**