

CASE STUDY

Doubling Submissions with a Proven Offshore Partner

Founded in 1979, HicksPro is a certified Disabled Veteran Business Enterprise (DVBE) and Service-Disabled Veteran-Owned Small Business (SDVOSB). After working with another offshore provider, HicksPro was surprised and delighted to discover the 247Hire difference.

The Need

Offshore recruiting was nothing new to HicksPro, but they struggled to achieve the results they hoped for after years of working with offshore teams. Time lost managing and educating offshore recruiters was costly and inefficient. When 247Hire reached out to HicksPro, they were reluctant to add another offshore team to the mix, but agreed to give 247Hire a try.

The Challenges

- ✓ **Oversight**
Time and energy lost managing an existing offshore team
- ✓ **Quality**
A need to improve accuracy and acceptance
- ✓ **Strategy**
Lacking best practices to improve offshore processes
- ✓ **Volume**
Falling short on desired submission volume

The Solution

Seeking an offshore partner who could manage sourcing, recruiting and screening effortlessly, HicksPro agreed to augment its existing offshore resource with a 247Hire team. With 247Hire, they saw an immediate difference in productivity, responsiveness and accuracy, saying, "We were blown away right from the start. 247Hire was submitting twice as many candidates as our other supplier and our candidate rejection rates were plummeting."

- 01 Diverse expertise:**
Rather than assigning only recruiters, 247Hire dedicated a diverse team of experts to improve results.
- 02 Effortless outsourcing:**
247Hire removed the need for costly, time-intensive management and oversight, allowing HicksPro to focus on priorities.
- 03 Support for internal teams:**
With 247Hire, HicksPro was able to take the sourcing, recruiting and screening work off internal teams.

The Impact

247Hire's proven team structure, training and approach to quality assurance led to significant results, including:

- **2x more submissions:** 247Hire submitted 142 resumes in the first month alone, sourcing 34 more resumes than the competing offshore company in a single quarter.
- **Plunge in rejections:** In the first quarter, the offshore candidate rejection rate fell from a 17% average to just 4% with 247Hire.
- **Surge in acceptance:** Resume skills match reached an all-time high of 90%.

Recognizing the incredible results, HicksPro moved quickly to engage 247Hire as its sole offshore sourcing and recruiting partner. Together with 247Hire, HicksPro has discovered significant gains and the difference the right offshore partner makes.

"We are thrilled with the sourcing service and the recruiting best practices 247Hire has brought to our organization ... I love that all the extra oversight work I had to do before is gone. They know what we need, they know how to deliver and I know I will get high-quality candidates." – Lisa Price, Vice President, Client Services at HicksPro

"The turning point for me was getting to know our onsite lead ... He understood our business and the demands of the blue-chip corporate clients we support. He was immersed in our staffing world even though he was on the other side of the world."

Lisa Price

Vice President, Client Services. HicksPro

142

RESUMES IN MONTH ONE

90%

SKILLS MATCH

4%

REJECTION RATE

The Pressure Is Off

At 247Hire, our mission is simple: empower you to achieve more.

Contact us today at sales@247hire.com or [630-686-0100](tel:630-686-0100) to fast-track your success.