



Case Study: **Hiring Ramp & Cost Per Hire**
Industry: **BPO**

Annual
savings
exceed
\$750,000

Cost per hire
drops 45%

Attrition
drops 10%

Background

One of the Top 5 largest Contact Center providers on the globe was faced with a significant challenge. This European-based provider was transitioning a very important client's program to one of their US-based call centers. A tight time constraint meant they had to hire 350 new agents across several positions within a 60-day timeframe. Their objective was a seamless transition where service levels were to be maintained or even exceeded.

Solution

Evolv partnered with the client, providing an experienced services team as well as its data driven workforce selection platform. The solution streamlined and automated much of the the end-to-end recruiting workflow and processes. The clients recruiters were able to use use Evolv to quickly identify which candidates from their talent pool had both the skills and the attitude to perform well in the job they were being screened for. Furthermore, Evolv worked closely with the client to make sure there were no surprises in implementing the new hiring process. This ensured a smooth rollout despite the very accelerated time frame the client was operating under.

Results

Evolv's client succeeded in meeting their objectives. The program launched on time and the new agents provided an unparalleled level of service. There were other truly significant wins. Cost per hire for the site decreased from \$5,600 to \$3,100 per hire through Evolv's automation. Even though the project focus was primarily on meeting the ramp and filling the site, 10-week attrition still decreased by 10%. Finally, the time to fill a training class was cut in half from 4 weeks to only 2 weeks. At this one site alone, the client estimated the Evolv solution saved them over \$750,000 in the first 12 months of use.