



# CONSULTING SERVICES AND TECHNOLOGY

## HIGHLIGHTS

- Implemented SmartRecruiters ATS and Enboarder onboarding technology
- Future proofed technology landscape with AGS Intellect
- Delivery of EVP and Branding Toolkit to recruiters

## CLIENT OVERVIEW

Our client is a full service commercial bank, licensed by the State of New York and a member of the Federal Deposit Insurance Corporation (FDIC). They are ranked by Crain's New York Businesses as one of the largest commercial banks in the New York area. They provide domestic and international, personal and commercial banking services.

## CHALLENGE

Our client was experiencing significant falloff of applicants going through the recruitment process. The process was slow, manual, unorganized, and particularly time consuming. They were looking for an experienced partner to provide technology and recruitment marketing consulting and expertise.

**Technology consulting** – the bank was looking for implementation support for a new ATS and onboarding software.

**Recruitment marketing** – the bank was also looking for a partner to develop and deliver their Employee Value Proposition (EVP), Branding Toolkit and Audit.

## SOLUTION

Allegis Global Solutions (AGS) IGNITE Consulting utilized our existing technology partnerships and our AGS Intellect framework to help our client modernize their core functions.

### Technology Consulting

AGS assisted in the implementation of new recruiting software, SmartRecruiters, replacing the existing ADP ATS technology. The software was required to support the bank's talent acquisition group to more efficiently identify, attract, engage, nurture and convert candidates into qualified applicants.

In addition, AGS assisted in the implementation of Enboarder, an electronic onboarding solution, into the client environment. These systems were integrated, via AGS Intellect, to create a seamless applicant experience.

This process included:

- Implementation services over a 10 week period
- Collaborating on developing, monitoring and maintaining a project plan
- Installation of the application on test, training and into production
- Configuration of technology to meet the operational talent acquisition needs
- Systems integration testing of basic functionality
- Train the trainer on the software basics and workflows
- Transfer to the support and client excellence teams

With this core applicant tracking and onboarding solution, the bank is prepared for any significant future expansion, with access to over 300 pre-integrated technology services and robust CRM.

All of this can be achieved without changing their core recruitment tracking systems. As the bank grows, their technology roadmap is based on Services Enabled Architecture (AGS Intellect), which means their migration path is plug and play. This relates to on-demand services such as RPO, assessments, video interviewing, background screening and job distribution.

### AGS Intellect

The AGS Intellect framework integrates some of the world's most innovative recruiting tools and cutting edge hiring technologies on the market into a single, simple and scalable solution. AGS provides custom integrations, actionable analytics and future looking functionality, such as automated talent pipelines, CRMs fully enabled with conversational AI and plenty of additional tools designed to automate and enhance existing hiring processes.

### Recruitment Marketing Consulting

AGS partnered with our client in the development and delivery of their Employee Value Proposition (EVP), Branding Tool Kit and Audit.

The EVP was designed to capture the essence of what makes the bank unique, and show why a candidate would want to work in that environment. AGS took a deep dive into what makes the bank a great place to work, defining what separates them from their competition.

The Branding Toolkit provides the core foundation for the talent acquisition teams to speak clearly, confidently and consistently about the bank's EVP. This gives recruiters the tools they need to get the most from the defined EVP to attract top talent.

This process included:

- **Brand audit** – employer brand audit that includes looking at our client's employer brand compared to their top competitors for talent
- **EVP** – defining their compelling story that differentiates them from their competition
- **Recruiter tool kit** – developing a recruiter playbook to help recruiters get the most from the new EVP
- **SmartRecruiters client branding** – design and develop the site and provide client specific templates

### Implementation

The AGS implementation process was designed to get our client up and running as soon as possible, using a proven methodology that ensures our success. Our process has been refined to provide a successful user adoption and application roll out with the guidance of an AGS project lead. Teams worked together throughout each phase of the program, ensuring AGS stood up SmartRecruiter and Enboarder correctly and within the estimated 10-week implementation timeline.

### RESULT

With SmartRecruiters, AGS has delivered a simple, technologically advanced, fit for purpose solution for our client that provides career site management, job distribution, mobile "zero client install onboarding", and robust applicant tracking, whilst also providing a framework for growth. This solution provides one of the most modern platforms and apply processes in the industry, which does not require candidates to log in before applying, preventing the 60% drop off rates seen with legacy ATS tools.

With Enboarder, AGS has delivered personalized onboarding software that delivers unrivaled employee onboarding experiences, and helping to keep new talent engaged during the onboarding process in a highly competitive talent market.

Finally, our client will realize a competitive advantage of having a clearly defined EVP, signaling them as an employer of choice, making them more likely to attract and retain the best talent in the market.



### ABOUT ALLEGIS GLOBAL SOLUTIONS

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.

