



# SUPPORTING OUR PROGRAMS WITH “SURGE TEAM” SUPPORT

## HIGHLIGHTS

- AGS Surge Strategy to support our client’s “ramp” requirement
- Technology innovation and recommendations
- Increase in scope of hires due to the benefits of our solution

## CLIENT OVERVIEW

Our client is an American retail and healthcare company, headquartered in Rhode Island. With over 246,000 employees and revenues of over \$184 billion, our client ranks 7th on the Fortune 500. With over 9,800 retail locations and more than 1,100 walk in clinics, they are a community-based and locally focused organization, engaging consumers with the care they need, when and where they need it.

## CHALLENGE

Our client was looking for a RPO partner to deliver end-to-end recruitment program to support their locations across the US. The initial requirement was for 5,650 hires per annum, which included 2,500 “ramp” requirements and 3,150 annual business as usual (general) hires.

The ramp requirement was for end-to-end call center hiring across a number of geographically spread US cities, and the BAU requirement was for end-to-end general experienced hires, clerk and IT recruitment across all client locations. The program was required to deliver cost savings and operate within strict SLAs.

## SOLUTION

It was imperative that Allegis Global Solutions’ (AGS) provided a personalized talent acquisition experience, from a team of professionals who are adept at delivering exceptional and consistent candidate and hiring manager experiences.

AGS designed a highly trained **program delivery team** to deliver the general hires, as well as our “AGS Surge Strategy” solution to help manage the ramp requirements, each further supported by:

- Innovative technology solutions
- Strategic sourcing support
- Recruitment marketing campaigns

## Program Delivery Team

### Recruiters

AGS is providing an optimal blend of onsite recruiters delivering high touch services, and offsite support from our offsite Recruitment Delivery Centers (RDCs). Onsite recruiters will be based onsite at high volume and key client locations to provide a high touch service to key stakeholders and hiring managers.

### Delivery Center Support

AGS RDCs provide our clients with a cost efficient, specialist sourcing solution to deliver enhanced candidate engagement, flexibility and scalability.

Our offsite RDCs are home to our flexible pool of sourcing specialists and talent assessors, each trained in the industry best practices and supported by the latest innovative recruitment technology.

## AGS Surge Strategy – “ONE ALLEGIS”

Part of the AGS solution is to introduce the AGS Surge Strategy to meet our client’s ramp hiring requirements.

The AGS Surge Strategy for this program is made up of the following elements:

- **“One Allegis”** - comprising over 20,000 employees, our sister operating companies’ resources will support ramp hiring seamlessly
- **Global Support** – international RDC support from our centers in Manila, Bangalore, Birmingham, Toronto, Budapest, and Shanghai is available if needed
- **Technology** – our proprietary database of over 30 million candidate profiles, and innovative recruitment technology
- **Recruitment Marketing** – delivering targeted recruitment campaigns utilizing relevant social media, and building talent communities specific for our client
- **Model Adjustment** – delivering “AGS Way Training” (our enhanced, end-to-end recruitment model), and sourcing to recruiter adjustments to the program

Our “One Allegis” strategy provides a significant and unique differentiator for AGS, being part of one of the largest recruitment organizations in the world.

## Innovative Recruitment Technology

AGS has also made a number of technology recommendations, which our client has implemented, as well as proposing AGS AI sourcing and technology, which they will be implementing in the near future. Our client is utilizing the AGS “Intellect Framework”.

## AGS Technology Recommendations

AGS made the following technology recommendations:

- **HiringSolved** - AI based sourcing and recruiting automation
- **Getting Hired** – dedicated to helping people with disabilities find employment

These technologies were recommended to complement their existing technology stack from our partners, SmashFly and Olivia, by Paradox AI.

**SmashFly CRM** is driven by AI, delivering the critical intelligence our client needs to make sense of their candidate leads and to build relationships over time.

**Olivia** is a AI recruitment assistant (chatbot), dedicated to improving and reinventing the candidate experience with conversational AI technology.

**HiringSolved** uses AI to automate candidate matching, increase diversity, reduce time-to-fill, analyze the social web, and unlock the power of ATS, CRM and HRIS data, increasing efficiency by more than 10 times.

**Getting Hired**, an Allegis Group company, is a recruitment solution dedicated to helping inclusive employers search for, and hire, professional individuals and veterans with disabilities.

By introducing innovative recruitment technology to our client to support recruiters, we are able to deliver considerable efficiencies and cost savings to the recruitment program.

## 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.

## RESULT

The AGS program is thoughtfully matched to our client’s operating model to fulfill both the ramp and general requirements. Our client was so impressed with the AGS proposed solution that they have increased the scope of hires from 5,650 to 7,000. Discussions with our client are still ongoing as to how we can expand our business by offering more partnership opportunities over the course of our contract.



### 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.