

CASE STUDY

THE CHALLENGE

Our client, a Profit Hot 50 Emerging Growth technology consulting company with clients across North America, had outgrown the recruitment processes that had worked effectively for them in the past. They had utilized their external networks and their employee referral program to its limit and were no longer finding top talent. They were unwilling to hire anything less than the best and their business was suffering because their demand was far outweighing their supply of qualified consultants. This problem was having a significant effect on their company revenues and reputation.

THE PROCESS

After thoroughly examining their problem and exploring the key contributing factors, ROSS put together a program that enabled them to achieve their goals. This program included securing them consistent access to a wide net of qualified candidates across North America through a variety of sourcing techniques including traditional methods, deep sourcing, networking and social media. The next component in the process was for ROSS to identify the top talent, which included technical screening, competency based interviews tailored to the soft skills required for each position and pre-employment testing to ensure that the candidates were the best of the best. ROSS worked closely with our client to establish and understand their corporate culture and ensure

that the presented candidates were an excellent team fit in addition to their strong technical and soft skills. To compliment their tailored ROSS program, we trained the management team on effective interviewing techniques and created a unified interviewing process which improved their comfort level and achieved the desired results. Communication was constant throughout the process and included weekly pipeline reports, which showed the agreed deadlines for each phase and the progress made to date. The process was simple to use and personalized to exceed their expectations.

THE RESULTS

As the company Founder indicates: "... They have proven their ability to source great candidates. The depth and quality of the candidates introduced to us, after successfully completing the ROSS competency based interviews has been first-class, and ROSS continues to build a pipeline of excellent candidates who will be a great fit with our culture. We are really feeling the "Wow" Factor in using ROSS!" ROSS's innovative model enabled our client to hire 95% of candidates presented to them, which was a drastic increase that saved them both time and money. They were able to accept consulting work knowing that if they gave ROSS the requirement, it would be filled through our process on time - every time - which increased their revenues, enhanced their reputation and maintained their strong corporate culture.



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