



ROSS Delivers Innovative and Effective Recruitment Services to Leading Life Sciences Company

THE CHALLENGE

Lumen Dynamics has provided cutting-edge applications in Life Science Cellular Imaging, Micromanipulation, Medical Device and Optoelectronics, and Graphical Digital Printing for over 25 years (formerly as EXFO Life Sciences). As the business entered a new growth phase, high volume recruitment needs were overwhelming its HR team.

Additionally, Lumen was unhappy with recruitment agencies and their limited knowledge of the company's culture. These engagements often resulted in wasted time interviewing candidates who were not suitable for the company or position. Lumen also needed to reduce the cost of the recruitment process, which was 20% of the salaries of new hires.

THE ROSS SOLUTION

Lumen engaged ROSS' Recruitment Augmentation Services to develop cultural reviews, recruitment best practices, process management, and innovative pricing for the entire recruitment process.

To understand the organization in-depth and provide the best services, ROSS worked on-site and closely with Lumen's Hiring Managers to understand their teams and the roles they needed to fill. Following a comprehensive cultural review, ROSS implemented a recruitment strategy that combined existing methodologies with ROSS Best Practices.

The broad recruitment needs involved everything from entry level employees to senior management professionals in Engineering, Operations, Sales, Marketing, and Accounting. The implementation of the ROSS Recruitment Augmentation solution defined a clear recruitment process, which aligned the goals of all stakeholders, established expectations, promoted strong communication, and integrated a variety of creative sourcing methods.

"We were confident from the outset that we could help Lumen achieve their goals, especially in terms of cost savings and finding the right cultural fit. As an extension of the Lumen Human Resources team, we worked to implement a solution that was clear, well-defined, and that facilitated effective communication."

-Rob Berger, President & CEO, ROSS

ROSS cast a wide net and secured candidates quickly, managing the entire process from developing job specifications, conducting telephone screen interviews and on-site competency-based interviews, candidate testing, offer negotiations, reference checking, and all scheduling and administration. Lumen was involved in the final interviews only, which reduced the amount of time the Hiring Managers spent reviewing resumes and interviewing candidates. The solutions provided by ROSS also enabled Lumen to focus on its core business and seize other critical opportunities.

THE IMPACT

Ultimately, ROSS bolstered Lumen's HR team by bringing new employees on board who were ready to make a difference and excel in the organization's unique culture. The ongoing success of the relationship between ROSS and Lumen also has resulted in a reduced recruitment cycle at a lower cost, with savings of about 50% compared to contingency recruitment agencies. Goals accomplished included:

- Shortened recruitment cycle times.
- Reduced pressure on the HR team to handle internal recruitment administration.
- Accurate fit of candidates to the company's culture.
- Cost savings of about 50% compared to contingency agencies
- Increased employee retention.

"ROSS provided the best of both worlds: an improved recruitment process at a lower cost."

- Lori Palarchio, HR Manager, Lumen Dynamics