OSF: Rapid Growth Demands Aggressive Recruiting Strategy

Topic: **INFORMATION TECHNOLOGY**

Customer overview

OSF Global Services is a dynamic service provider that specializes in Application Development and Technology Integration with over 550 employees around the world. Its headquarters are located in Quebec, Canada. OSF Global Services has grown significantly since it was founded in 2003; carefully maintaining its trademark reliability while expanding all across the world. OSF has offices located in the U.S., Central America, Asia, and Europe

Business challenge

With such rapid growth in employee and client numbers, **OSF Global Services** is confronted with several important business challenges:

1. Hiring competent employees while reducing time-to-hire

2. Assigning candidates to the best positions for their skills

3. Maintaining hiring quality with higher recruiting volumes across multiple countries.

A major challenge for the HR department is to select employees **with the right technical skills** and the **can-do** attitude necessary to meet these expectations.

Solution

In 2017, OSF Global grew from 450 employees to 550 employees. The aggressive growth of the company – in terms of human resources and clients – required a dramatic improvement in the recruiting process speed and quality assurance.

Once OSF Global identified all of their key job requirements for each job, they created a relevant multiple-subject test for each from eSkill's test content, and finalized a library of tests in their test center. After administering the tests to both candidates and internal staff, HR was able to quickly identify who had all of the skills necessary for open positions.

This test took 30 minutes for the test-taker to complete and OSF needed only 1 hour to configure the test, administer it, and submit the answers per employee.

Results and benefits

OSF Global Services' HR Department experienced a significant transformation in regards to their selection process. eSkill tests enabled them to reach their aggressive recruiting targets by shortening the time dedicated to finding the right candidates from over 30 days to just 10-14 days, and by reducing screening costs by 64%.

- **THE HR TEAM STARTS BY IDENTIFYING THE SKILLS REQUIRED FOR A SPECIFIC POSITION THROUGH A JOB ANALYSIS AND A PROFESSIONAL COMPETENCIES ANALYSIS**
- **ONCE ALL OF THE KEY REQUIREMENTS ARE IDENTIFIED, HR SPECIALISTS USE ESKILL TO DEVELOP MULTIPLE-SUBJECT TESTS FOR EACH OF THE OPEN JOBS. HR ADMINISTERS THE TESTS TO THE CANDIDATES, AND ONLY CALL IN THOSE WITH THE BEST SCORES FOR SUBSEQUENT INTERVIEWS**

For example, when it comes to recruiting PHP programmers, HR determined that expertise in PHP should also be complemented by a strong knowledge of JavaScript, HTML, and other popular frameworks. In addition, English skills are required to facilitate communication with international colleagues.

The breakdown

Here's a breakdown of the savings from using eSkill for filling just one position, using an estimated hourly wage of $40/h for the company's HR Manager.

Cost before eSkill:

HR Managers Needed = 1

Expertise Managers Needed = 1 (JavaScript, HTML)

Screening & Interview

• Read 100 résumés = 5h x $40/h = $200

• Phone 30 candidates = 10h x $40/h = $400

• Interview 5 candidates (x 2 managers) = 5 x 2 x $40/h = $400

Total Time and Monetary Cost without eSkill

• Time Spent = 25h

• Financial Impact = $1,000

Cost after deploying eSkill

HR Managers Needed = 1

Expertise Managers Needed = 1 (JavaScript, HTML)

• Skills Testing with eSkill (configure and send the tests) for 100 candidates = 1h x $40/h = $40/h

• Narrow Candidate Pool to 20 résumés = 1h x $40/h = $40/

• Phone 10 candidates = 3h x $40/h = $120

• Interview 2 candidates (x 2 managers) = 2 x 2 x $40/h = $160

Total Time and Monetary Cost with eSkill

• Time Spent = 9h

• Financial Impact = $360

Conclusions

By using eSkill in our HR selection and recruiting processes, we reduced the costs of the selection by 64% and the time spent on the process by 68%. The managers' time was only spent on the very best candidates, and the repetitive résumé reading was eliminated completely.

Time Saved
25h versus 8h = 17 hours saved
17/25 = **68% reduction in hours**

$1,000 v
640/1000
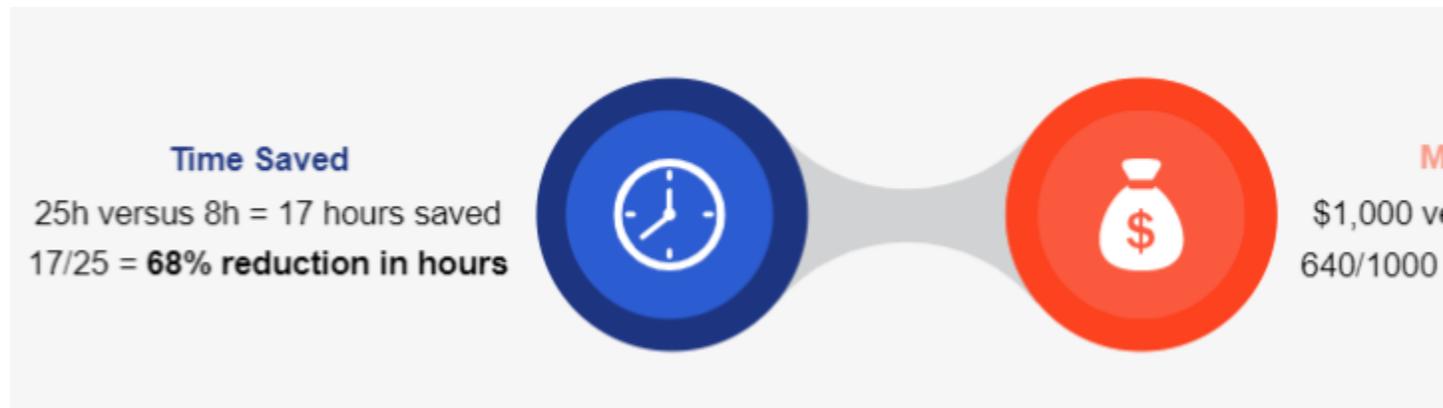
For more information about OSF Global Services, go to *www.osf-global.com.*

"Our strategic partnership with eSkill has most helped us in terms of recruitment for jobs which demand very specific and measurable skills, such as that of an IT programmer. The specifically targeted online assessments helped us set up entire teams of professional programmers who have taken our business to the next level and have contributed to establishing long-lasting business relationships with our clients.We found that administering eSkill tests offered all the information we needed when hiring, and was a great economic solution."

Andreea Hrab, HR Director, OSF-Global Services

Previous

"Our staffing agency switched from ProveIt to eSkill several months ago and we haven't looked back since. We have had no technical issues, the software library and customized tests are beyond everything we need, the reporting is extremely comprehensive and most importantly, none of our test takers have complained! The eSkill tests are very user-friendly which has increased compliance drastically. Highly recommended!"

Kelli McCallion, Business Development Manager

MCCALLION STAFFING

"We did demos with maybe 6 other companies, and eSkill kept coming to the top, because of the flexibility, the integration into our Taleo application process, and then being able to use it in other areas of the company. Now, after integrating our Taleo system with eSkill, we're able to move into the process immediately and we have scores in hand. It's a 100% improvement in the time reduction."

Wanda Hatchett, Sales Manager

ORVIS

"The wide variety and customizability of eSkill's online testing allows us to pre-screen many of our candidates before they even get to our doors. eSkill helps us assess a high volume of candidates in a fast, easy and efficient way."

Christa Foley, Recruiting Manager

ZAPPOS

"We chose eSkill because it meets and exceeds our needs. eSkill is unmatched in its ability to manage franchise locations, customize and configure tests, and customer service. The platform makes test deployment fast and easy, while our dedicated account manager has been very proactive in making sure we get the most out of eSkill. We would recommend eSkill to anyone who is looking to identify skilled candidates."

Jason Leverant, President and COO

ATWORK GROUP

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