MITCHELL MARTIN

RECRUITMENT PROCESS OUTSOURCING:
KEYS TO HIRING SUCCESS

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WHAT IS RPO?

RPO is the most cost effective and flexible alternative to hiring talent. In an RPO, an external Partner assumes responsibility for some or all recruitment processes, for the majority of the company's hiring needs. An RPO firm can provide its own approach or collaborate with the employer's technology, people, methodologies, brand, and/or reporting. RPO services can be delivered remotely or on-site. This essentially puts recruiting in the hands of experts and releases internal resources to focus on the company's specialties, giving companies a tremendous advantage.

RPO Is NOT HRO; it focuses on recruiting and sourcing only. It is also not for on-call permanent placement, for the occasional opening or for a need for a quick list of candidates. It is a sustained and clearly defined process with related expectations for timing and performance that provides a predictable and customized sourcing and/or recruiting engine.

WHAT OPTIONS ARE AVAILABLE?

Flexible Work Force – Recruiter on Demand

With the Recruiter on Demand option, you can take advantage of having your own senior recruiter on premise, backed by the power of Mitchell Martin's best in class staffing resources. Leverage our years of expertise in finding passive talent within a market or multiple markets utilizing our extensive referral network to include onshore and offshore resources. This option lets you easily scale your internal delivery up or down depending on business demands.

On-demand RPO

This option helps to reduce the impact of volatile changes in hiring needs on an organization. One quarter you may get a huge contract and need to staff up; the next quarter you may not hit your goals and need to decrease your staff size. On-demand RPO is an answer to this kind of rapid change. In an on-demand RPO engagement, companies have a contract-based engagement with a qualified RPO provider that knows the company, the company's messaging, their processes and the results they need. The RPO provider is ready to step in whenever the company needs them. On-demand RPO engagements mean that if hiring needs suddenly increase, a hiring manager can pick up the phone and have the RPO company's recruiters on the job, as if they were simply an extension of the hiring manager's own team.

Function-based RPO

In function based RPO, the RPO provider takes a piece of the company's recruiting needs entirely off the company's plate. For example, a company's internal resources may be meeting most of the company's recruiting needs but lacking for one specific division that requires more aggressive or complicated hiring or a hard to identify and high demand skill set. Engage your RPO partner for this targeted company need. This will allow for the internal recruiting team to continue to focus on the rest of the company's needs while the more complicated needs are expertly met without putting a strain on the internal team, a win/win for all.

Full Recruitment Process Outsourcing

This type of RPO is when the RPO provider performs a company's entire internal recruiting function. This is the end to end version of an RPO engagement, where every piece of the company's recruiting process, such as sourcing, marketing, interviewing and data dashboarding is included in the RPO partnership. This option ensures a breadth of resources and expertise that the organization cannot have on their own.

WHAT ARE THE COST OPTIONS?

Management Fee Model

A fee is paid, typically monthly, to the RPO provider for working on an agreed-upon number of positions. The fee may change depending on the contract/MSA or may have escalation factors if the number of hires increases over a period of time.

Cost Per Sourced Candidate

This is a sourcing model where the RPO provider charges a fee for a set number of sourced, screened and qualified candidates for each open position. From there, the candidates are provided to the internal recruiters for continuation of the recruiting and hiring process.

Cost Per Hire Model

A fee is paid for each candidate who is successfully brought through the program and hired or other result such as extended an offer.

Cost Per Transaction

A fee is charged for a specific task to be completed by the RPO provider, such as initial screening or reference checks.

Management Fee Plus Cost Per Hire

This is a combination of the above two. This combines the consistent recruiting effort under the management fee, with payments for the successful results (hires) of the program.

Each RPO engagement is highly customized, but clients can see cost savings of up to 48% over traditional staffing models. We will work with you to create a plan based on your unique needs, including budget, size, scope and duration of the project.

WHAT ARE THE BENEFITS?

A successful RPO engagement has many benefits, but the key to your success lies in your individual goals. The following are some common goals you might achieve when considering an RPO partnership:

- Improved quality of talent
- Increased availability of talent
- Scalability – the ability to scale up or down
- Less reliance on costly placement fees
- Improved workforce planning
- Reduced time to fill
- Reduced cost per hire
- Reduced administrative burden
- Improved process efficiency
- Centralization and/or standardization
- Best practice process improvement
- Improved compliance
- Improved tracking and metrics
  - # of qualified candidates
  - # of jobs
  - Time to respond with qualified candidates
  - Time to interview-to interview-hire
  - Time to process

HOW TO GET STARTED WITH RPO

An audit of your hiring process from end to end is a good place to start. This will help you determine where improvements can be made and where bottlenecks occur. Keep in mind your current process as well as future hiring needs. Some questions to ask include:

- Level of need – Is your internal team able to keep up with hiring needs? Is your talent pipeline full? Are managers happy with the quality of candidates?
- What parts of your existing process should be outsourced? Consider the time your existing resources take to advertise, source, shortlist, interview, writing job descriptions, new hire processes, etc. Are you keeping up with candidate onboarding communications?
- Matching needs and resources – are internal hiring teams able to keep up with the demand? Do you have the best talent acquisition technologies? Is your team able to offer full reporting & analytics?
- Look at skill sets - What level of quality are internal resources able to achieve? Are there specific areas or skills that are currently lacking?

During your audit, keep in mind some of the improvements that can be made such as:

- Quality of talent
- Increased availability
- Scalability
- Improve processes
- Reduce cost to hire
- Reduce time to fill
- Reduce administrative burden
- Centralization or standardization
- Improve compliance
- Improve tracking and metrics
- Support organization change/improvement

MMI: A LEADER IN DELIVERY

Mitchell Martin's delivery capabilities are unparalleled in the industry. We have dedicated recruiting teams that specialize in hard-to-fill technologies with a proven record of success. Our team of recruiting subject matter experts have built an extensive network of passive talent that allows our clients access to a talent pool that is otherwise untapped. In addition to providing talent, we also partner with our clients to provide real-time industry insights, hiring trends and market rate analysis. Instead of your hiring managers educating multiple recruiting firms on their organization, teams and products, they have a single point of contact with Mitchell Martin – freeing them to manage their teams and focus on their deliverables.

As a true partner to our clients, we fully entrench ourselves in your organization, learning your hiring managers preferences and truly become an extension of your brand in the market. Our delivery model includes full transparency into our recruiting process and efforts to ensure time and cost effective hiring by leveraging our onshore/offshore sourcing and recruitment centers. We work with your hiring managers to provide weekly or bi-monthly updates on our recruiting efforts and pipeline to drive down time-to-fill. Should your hiring demand slow or freeze, we will provide a knowledge transfer to the internal team as well as ensure candidates in process are properly informed prior to disengaging. Should that demand pick back up in the future, our delivery teams can pick up where they left off without requiring additional ramp time or education.

MMI RPO VALUE PROPOSITION

RPO provides benefits as well as risk, and the costs of partnering with the wrong RPO vendor can be huge. By choosing MMI, you will be working with a leader in the industry for over 35 years who will act as a trusted partner and strategic advisor for your hiring managers.

- Enjoy peace of mind knowing you are working with one of the top staffing organizations in the country, with over 35 years of staffing expertise, perfected.
- Free your in-house staff from less productive or more specialized tasks and partner with a firm whose staff are the best and brightest in the industry.
- We offer a menu of services designed to save you money on cost per hire and we will work with you to find a program to fit within your budget.
- We lend our expertise on powerful and effective job descriptions and can educate your hiring managers on salary expectations across the country.
- You will have access to our growing, high quality talent pools of loyal candidates including specialty or niche skills.
- Our teams, processes and technologies are designed to ensure diversity and can help cut out unconscious bias that may be present in an internal hiring team.
- We are the only staffing agency to create a talent acquisition technology incubator, and have the advantage of the latest technologies to help you stay ahead of the curve in:
    - Service delivery & research (onshore & offshore)
    - Candidate communication, engagement & relationship management
    - Assessment & testing tools
    - Interview process
    - Applicant tracking and onboarding
- Simplify your reporting process with our clear and defined deliverables and up to the minute metrics.
- Benefit from our own in-house attorney and compliance staff who will work on your behalf to mitigate risk.

As a privately-owned business, Mitchell Martin Inc. is more agile and can offer you flexible time frames and customized solutions based on your unique needs, and as one of the largest staffing firms in the US, we have the right resources to ensure your success.