



HUDSON RPO ASIA PACIFIC RECRUITMENT PROCESS OUTSOURCING

Hudson RPO Asia Pacific is proud to be the winner of a number of industry rated awards including:
HRO Today's Global Baker's Dozen List, 2010, 2011
Winner, HR Management Achievement Gold Award of China HR Management Grand Award
2008/2009 (CEHRA)

HRO Today's Baker's Dozen
Customer Satisfaction Ratings
RPO PROVIDERS
2011 Winner

Hudson | RPO

TRANSFORMING ORGANISATIONAL PERFORMANCE THROUGH INNOVATIVE RECRUITMENT MODELS



Hudson RPO (Recruitment Process Outsourcing) solutions are designed around each client's specific requirements. We customise services to provide exactly what you need from:

- Recruitment forecasting
- Employer branding
- Sourcing strategies
- Selection processes
- Assessment methodologies
- On boarding of new hires
- Recruitment metrics and reporting

Hudson RPO solutions are built upon smart process analysis and design, a broad range of sourcing channels, and validated assessment and selection methodologies. Many companies are turning to outsourcing recruitment and talent management processes as they have seen the benefits of better quality hiring, improved retention, reduced time to fill, improved administrative processes and management reporting on key business metrics. Customer adoption rates for these services continue to grow rapidly as they bring significant cost savings and efficient work processes, resulting in improvements in the speed and quality of their recruitment operations as well as strengthening their ability to retain and grow talent.



LEVERAGING HUDSON GLOBAL BEST PRACTICE AND LOCAL CAPABILITY

With Hudson RPO you gain access to the established resources, database and infrastructure of a highly specialised and dedicated recruitment and talent management group, so recruitment programmes are undertaken quickly and effectively. The Hudson RPO team has the scalability and flexibility to manage the inevitable peaks and troughs in the recruitment cycle proactively. Accurate management reporting ensures enhanced insight into your workforce needs and transparency on your company's total recruitment spend. Hudson RPO delivers the necessary experience, skills, tools and technologies to establish your recruitment process as a strategic talent pipeline model.

Companies use Hudson RPO for:

- Ongoing general and specialist recruitment needs
- Company start-ups
- Major projects
- New product launches
- Strategic expansion

INTELLIGENT USE OF TECHNOLOGY

A central technology platform enables all Hudson RPO solutions to provide functionality for your corporate career site in areas such as job requisition and approvals, candidate applications, screening questionnaires and management reporting and analysis. The platform enables an exclusive database of potential candidates to be developed for your ongoing use.

Hudson RPO believes that an open systems approach provides maximum flexibility. We have partnered with several leading third party providers to offer a range of options for our clients' technology platforms so you can integrate the recruitment functionality with your own systems and maintain control.

CASE STUDY – LEADING GLOBAL PHARMACEUTICAL CLIENT

THE CLIENT

Our client is a leading global pharmaceutical company that provides healthcare solutions to address the evolving needs of patients and communities. The company offers innovative medicines, eye care products, cost-saving generic pharmaceuticals, consumer health products, preventive vaccines and diagnostic tools.

THE CHALLENGE

Our client is expanding at a rapid pace in China, and was given the mission to establish its global R&D center in Shanghai amongst other hiring needs. The fast growth has presented acute challenge in locating the right talent both globally and across China's first, second and third-tier cities.

THE SOLUTION

Hudson RPO deployed a dedicated team with on-site recruiters in different business units across Shanghai and Beijing. Together, they provide:

- Recruitment forecasting, candidate attraction, talent pool development & management, co-supplier management and on-boarding of new employees
- Management of all sourcing channels including internal transfers, employee referrals, job boards, vendors, and other creative channels
- Sourcing channel analysis regarding effectiveness and retention results
- Dedicated back-office research support in direct-to-market search
- Branding initiatives both internally and externally
- Regular talent market research on competitors' movements, China talent market situation for specific roles, and specific talent information for universities, hospitals, and research institutions.

THE RESULTS

In total, almost 300 positions were filled in 2010 to 2011 across levels and functions. By having successfully built a highly qualified talent pool, our client now has a much stronger understanding of the China talent market which has greatly helped with their business and recruitment strategies.

CASE STUDY – MACQUARIE BANK

THE CLIENT

Our client is a global financial services organisation employing over 14,000 people and operating in approximately 30 countries. The recruitment requirements range from some very highly specialised roles through to volume hiring.

THE CHALLENGE

In 2011, our client identified the need to centralise their existing recruitment function. They had a large team of internal recruiters who were focusing on vendor management, and there was limited direct sourcing capability. Whilst they had a technology supporting their recruitment function, it was being utilised to varying degrees across recruiters globally. The Hiring Manager experience was varied, and some hiring managers were paying excessive fees to vendors in an attempt to secure business critical talent. Whilst the organisation had a strong brand, feedback from vendors and candidates was that the candidate experience was not always positive and this was impacting the candidate perception of their brand.

THE SOLUTION

Hudson RPO has embedded a high quality, scalable global RPO solution that is sustainable over a long-term. The solution recruits all roles up to executive level in both permanent recruitment and contract recruitment. Hudson RPO partners with the Centre of Excellence to play a key role in shaping the recruitment strategy and executing it globally in partnership with our client. There is a global onsite team of over 25 people operating across four regional hubs. These teams are responsible for end to end delivery of roles.

THE RESULTS

- Seamless global implementation
- Direct hiring of permanent roles within scope at 90% against target of 75%
- Direct hiring of between 70% and 80% of contract roles against target of 40%
- 50% decrease in candidates voluntarily withdrawing from the process
- Reduction in average time to fill of 24% in the first three months

CASE STUDY – ORIGIN ENERGY

THE CLIENT

Origin is an ASX Top 20 listed company. As the leading Australian integrated energy company with over 5,500 employees, Origin have operations across the energy supply chain in gas exploration and production, power generation and energy retailing.

THE CHALLENGE

In 2010 Origin went to market to engage a recruitment partner who could support their plans for rapid growth and long-term business expansion. The existing recruitment strategy was not linked to organisational objectives with a reactive approach resulting in poor fill rates and average times to fill above 50 days. Recruitment process lacked consistency and rigour, it was high cost and lacked support of hiring managers.

THE SOLUTION

The Hudson RPO model delivers end-to-end recruitment for all permanent hires, internal recruitment and fixed term contract roles nationally for Australia. The teams are located onsite at Origin offices in Melbourne, Sydney, Brisbane and Adelaide and deliver to remote, regional locations. The specialist 'Talent Search Team' of six are focused on building pipelines of talent in advance of vacancies arising for hard to fill, business critical roles in Geosciences, Engineering and Health Safety Environment. A customised assessment centre methodology supports volume recruitment for contact centre, graduates, vacation students and operators. Comprehensive metrics and reporting is produced to track performance.

THE RESULTS

In the first 12 months the team grew from 19 to 42 as we recruited 1,800 people against a forecast of 850. In Year two we will deliver upward of 2,300 roles. The cost of recruitment has been reduced by 50%, agency usage reduced from 90% to just 18% exceeding the target of 25%. Internal mobility increased to 25% and 4% of hires were international candidates. The team supported key strategic projects including providing redeployment services for a business restructure as well as managing the business integration following business acquisitions by Origin.



“ This has been a most successful partnership and it is clear from the positive feedback we receive from hiring managers, candidates and partners that the decision to appoint Hudson as our RPO was the correct one. ”

Lisa Burquest, GM Organisational
Capability & Resourcing
Origin Energy

CASE STUDY – GLOBAL INDUSTRIAL SERVICES CLIENT

THE CLIENT

This global Industrial Services client is a member of the Dow Jones Sustainability World Index, and is the world's leading water treatment and process improvement company, employing more than 11,500 people in 130 countries across manufacturing facilities, sales offices and research centers.

THE CHALLENGE

Early in 2008, our client identified the need to establish a clear global recruitment strategy designed to attract highly qualified candidates to their organisation. A key company growth tactic is to target opportunities in various parts of the world under its BRIC+ strategy, focusing on Brazil, Russia, India, China and other key areas including the Middle East, Caspian Sea and West Africa. Hiring new employees, especially sales engineers and researchers, in those regions is critical to supporting that growth plan. In order to support this effort, this organisation sought to establish a global recruitment partner and circulated a request for information to four major industry players.



THE SOLUTION

Hudson's RPO solution included a dedicated, on-site delivery team to manage a complete life-cycle recruitment process including global account management, a multi-tiered direct sourcing strategy, technology design and workflow, change management, reporting mechanisms, vendor management and global service levels. The solution also provided a customised turnkey solution which can be converted to this organisation as their recruitment infrastructure and businesses matured in the various markets.

Within Asia Pacific the solution covers recruitment into Singapore, Hong Kong, India, China, Vietnam, South Korea, Malaysia, Indonesia, Australia and New Zealand.

THE RESULTS

The RPO model has delivered the following benefits:

- Average time to hire dropped 52% across all regions within the first 18 months of the engagement to 38 days
- 90% of all professional-level hires were exclusively sourced and placed by Hudson RPO
- The dramatic increase in direct sourcing led to a significant reduction on agency usage and spend, totalling several million dollars per annum
- Current studies to measure quality of hire are being undertaken



ASSESSING ABILITY AND MOTIVATION

Hudson Talent Management assessment methodologies are designed to evaluate employees' motivation and capacity to perform in both their current positions and possible future roles. These can include:

- Competency based interviewing
- Simulation exercises (in-trays, role-plays, presentations and group discussions)
- Personality and ability testing

Accurate matching of candidates and positions ensures a significant reduction in employee turnover and increased engagement and productivity. Hudson employs highly qualified and experienced organisational psychologists to utilise empirically validated models in combination with their own expertise to meet the particular needs of each organisation's values and culture. Our solutions achieve more than reduced cost per hire; when used as part of the hiring process, they can decrease the time it takes to screen candidates and increase the likelihood of successful hires.

DELIVERING VALUE

In short, Hudson RPO can significantly improve the value and quality of your recruitment and talent development process, while freeing up your management and HR team to focus on strategic development initiatives and core business.

Hudson RPO has an enviable track record in Asia Pacific. We are:

- NASDAQ-listed
- ISO-certified
- Sarbanes-Oxley-compliant

We are recognised as an industry leader in the provision of recruitment and talent management solutions both globally and locally, with offices in the region's key business centres.

We deliver outsourced recruitment solutions to client in Australia, New Zealand, China, Hong Kong, India, Singapore, Malaysia, Vietnam, South Korea and Indonesia. These services are delivered by experienced multi-lingual local consultants who have access to Hudson's established networks and databases, to provide unparalleled candidate reach in order to secure the right person for the job as quickly and efficiently as possible. You can consolidate recruitment spend with a single-source outsourcing provider, meeting critical deadlines with the best quality hires, while accruing direct and indirect cost savings through improved retention and engagement.

CONTACT US

To explore how Hudson RPO can add value to the growth and development of your workforce, please visit hudson.com or hudsonrpo.com.

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HUDSON

Hudson is a leading provider of permanent recruitment, contract professionals and talent management services worldwide. From single placements to total outsourced solutions, Hudson helps clients achieve greater organisational performance by assessing, recruiting, developing and engaging the best and brightest people for their businesses. The company employs more than 2,000 professionals serving clients and candidates in approximately 20 countries.

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