

## HUDSON RPO

Efficiency and excellence:  
**Revolutionizing talent acquisition in the Insurance industry**



### KEY RESULTS



**622 roles filled in 2023**



**Achieved a 99.5% direct fill rate**



**Time-to-fill decreased from 40.2 to 27 days for Claims and Customer roles and 31 days for Corporate and Tech roles**



**100% Candidate satisfaction and 96% Hiring Manager satisfaction**

In 2022, we partnered with a prominent Insurance provider to redefine the talent acquisition landscape within their national organization. Through a tailored approach, our team leveraged strategic insights and innovative solutions, to enhance efficiency, transform candidate experience and stakeholder satisfaction, and position our onsite team as a trusted partner in the client's People & Culture (P&C) team.

### THE CHALLENGE

Our client, a house-hold name and provider of insurance, faced several challenges in its talent acquisition process including:

- Inconsistencies in the Candidate, Hiring Manager, and agency panel experience.
- Complex and inconsistent recruitment processes and systems.
- Improving the skills and effectiveness of Hiring Managers in selecting and engaging potential employees.
- Limited access to specialized expertise in areas such as Employer Branding, DE&I, and Technology.

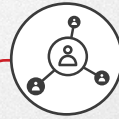


## OUR SOLUTION

Hudson RPO provided a comprehensive and tailored solution to address these challenges. The multifaceted solution included the following initiatives:



Implementation of an **RPO and MSP solution** (Total Talent model) with onsite resources in Melbourne, Sydney, and Brisbane. The onsite team were further supported by Sourcing and Administration Specialists in Hudson RPO's Center of Excellence, based in Manila.



**A fully embedded model** within the client's People & Culture team were established to seamlessly blend in as an essential part of the organization, rather than an external provider.



**Standardization of processes and SLAs** were established to streamline shortlisting and interviewing ratios.



**A Trusted Advisor relationship model** was adopted and delivered to various business areas, offering strategic guidance, and eliminating the need for repetitive job briefs.



Ongoing **strategic guidance and thought leadership** as well as organizational change management facilitation throughout onboarding and beyond.



**Dedicated training delivered to Hiring Managers** to ensure a candidate-centric recruitment process, and increased Hiring Manager capability.



Implemented **value-added initiatives** such as Employer Branding (career site refresh and interview guides) and Technology (Textio pilot program), enhancing the candidate experience and attracting top talent.

## THE RESULTS

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- **Successfully filled 622 roles in 2023**, meeting our client's hiring needs efficiently.
- Development of a robust talent pool strategy, ensuring a pipeline of talent for future vacancies.
- **Reduced time-to-fill** from 40.2 to 27 days for Claims and Customer roles and 31 days for Corporate and Tech roles in the first 12 months.
- **Reduced time-to-shortlist** from an average of 16 to 3 days for Claims and Customer roles and 6 days for Corporate and Tech roles.
- **Proactively sourced approximately 8%** of candidates across all roles with a robust strategy implemented to drive an increase in proactive sourcing further.
- Achieved a **99.5% direct fill rate**, minimizing reliance on external agencies and which has resulted in a significant reduction in recruitment costs.
- Increased Hiring Manager capability, improving recruitment process efficiency and Candidate satisfaction.
- Attained **100% Candidate satisfaction** and **96% Hiring Manager satisfaction**, indicating exceptional service delivery and stakeholder management.

Through a tailored solution and partnership-led approach, our team showcased their expertise by significantly enhancing operational efficiency and talent acquisition outcomes for the client. This ongoing partnership has transformed recruitment into a strategic, future-focused function, enabling the business to concentrate on its core objectives with the assurance that their talent needs are being expertly managed.



If you're keen on discovering more about our tailored recruitment solutions and how they can benefit your business, don't hesitate to contact a Talent Expert today.