

Client Case Study – Recruiting Process Outsourcing

The client is a NASDAQ listed recruitment firm with offices around the world and total revenue of USD 1.2 billion. The CFO for Australia and New Zealand division (Revenue: AUD 500 million; 4,000 employees), engaged Next Horizon to assist with a wide range of cost reduction efforts.

As part of this work, Next Horizon began processing approximately 85,000 employment applications per month for 20 offices across Australia and New Zealand. Our scope of work includes receiving, processing, and archiving hard-copy and soft-copy resumes, employment documentation, (visas, passport copies, etc), reference letters, and interview notes. We also provide outputs to recruiters and clients across the region as well as handling notification letters to candidates.

As a result of this work, our client has realized:

- Annual EBITDA savings of more than AUD 500,000 per annum, with AUD 150,000 savings in the first four months;
- Service level improvement in terms of turn-around time where 75% of all applications are processed within 12 hours of receipt and 98% are processed within 24 hours of receipt;
- Elimination of nearly 4 weeks of processing back-log.