

CASE STUDY

CLIENT INDUSTRY

Healthcare Tech

COMPANY HEADQUARTERS

New York, NY

SIZE

750+ employees

TALENT SOLUTION

Project RPO

ROLES

- **Technical:** software, cloud, security, infrastructure, AI
- **G&A:** operational, marketing, finance, senior leadership
- **Markets:** social workers, therapists, paramedics
- **Clinical:** nursing

PROJECT START

October 2021

Building a Standardized Talent Acquisition Process to Achieve Rapid Growth



BACKGROUND

Having just received \$400 million in late-stage funding, a New York-based healthcare startup entered a phase of rapid growth. They sought a partner that would help guide, implement, and support improvements to the foundations of their talent infrastructure.

CHALLENGES

The company's **fragmented and under resourced internal talent acquisition team** was unequipped to manage over 400 openings. Most roles had not been addressed for over six weeks.

Our client had a lengthy hiring process in place, leading to quality candidates slipping through the cracks or electing out of the process before an offer was made. 75 percent of roles had over 200 applicants that had not been reviewed for consideration or communicated with.

These issues were exacerbated by an absence of reporting capabilities.

PROJECT RPO SOLUTION

Tasked with filling 225 roles across four business units, LevelUP launched a full lifecycle Project RPO solution comprised of four sub teams. Our team tackled the client's candidate backlog, successfully interviewing and dispositioning all candidates in the pipeline over two weeks. LevelUP sourcers reviewed the overflow of applicants in queue over five days while implementation was still taking place.

In addition, LevelUP established team metrics and set weekly recruitment standards. We designed an interview and screening process that would meet the clients' needs while reducing overall cycle time.

PROGRAM IMPACT



Reduced Speed-to-Hire

- Eliminated redundant interview stages.
- Created a sense of urgency in hiring manager schedules and optimized prioritization of candidates in the pipeline.

Introduced Customized Reporting

- Created customizable reports that could reflect real time candidate activity in the pipeline to share with our client's hiring managers each week.

Secured Top-Tier Candidates In a Highly Competitive Market:

- Implemented strategic sourcing, outreach, and candidate engagement methods.
- Identified candidates that met requirements and who were genuinely passionate about our client's mission and purpose.

Provided Hard and Soft Dollar Cost Savings

- Our services eliminated costly agency spend, saving the company hard dollars.
- Reduction in average time a position was open and unfilled from 143 days to 30 days.