

effective resourcing ...



CASE STUDIES

CPH Consulting provides companies with onsite recruitment support services, more commonly termed as 'Recruitment Process Outsourcing' or RPO.

CPH effectively gives organizations with their own direct recruitment capability, providing them with much more control and ownership over their key asset – their people. We have a proven track record of successfully delivering for companies in the software, IT services and management consulting sectors. Below are summary case studies for clients that CPH has worked with over the last 2-3 years, and the results we have achieved for these firms through our onsite, direct recruitment teams.

Case Study 1: Our client is a leading global business intelligence and data warehouse software solutions company, employing more than 5,500 people and with annual revenues of over \$1.4bln.

Pre CPH: The client employed its own recruitment manager, who ran the recruitment function for the UK business. He was essentially a 'supplier manager,' managing 20+ agencies across their various areas of recruitment, and working with them on a variety of terms, fees and services. Key metrics:

- 90% of hires via agencies
- Cost per hire of £11,500+
- 40 candidates hired in ten months using 20 agencies
- First year employee attrition was running at 42%
- Interview to offer ratio was 6:1

After CPH were appointed: Two experienced CPH consultants went onsite and took over all recruiting activities, managing the end-to-end recruitment process and sourcing candidates directly. Results:

- Less than 5% of hires made via agencies
- 30% reduction achieved in the cost per hire
- 61 candidates hired during CPH's first year onsite
- First year employee attrition reduced to 6%
- Interview to offer ratio of less than 3:1 achieved

"CPH has delivered demonstrable savings in terms of both costs and the amount of hiring manager time spent on recruitment. Most pleasing, and unexpected of all has been the drastic reduction in 1st year employee attrition – due to CPH directly sourcing candidates and having an ongoing commitment to new employees 'onboarding' and integrating successfully."

– HR Director UK and Northern Europe

an effective partnership ...



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Case Study 2: Our client, a global business process management software and services company, employs more than 400 staff and has annual revenues of over \$120m.

Pre CPH: The client managed recruitment through its HR function, working with 18 agencies, who were all engaged on varying fee arrangements, including some retained for European positions. Key metrics:

- 90% of hires made via agencies
- Cost per hire of £11,000+
- 8 candidates recruited in 2004/05 – significantly less than the number of planned hires
- Interview to offer ratio was more than 6:1

After CPH were appointed: Two experienced CPH consultants went onsite and took over all recruiting activities, managing the end-to-end recruitment process and sourcing candidates directly. Results:

- Less than 10% of hires made via agencies
- 30% reduction achieved in the cost per hire
- 19 candidates were hired in CPH's first year onsite – meeting planned headcount
- Interview to offer ratio of less than 3:1 achieved

"CPH have streamlined our recruitment processes, enabled me to concentrate on core HR activities, and moved us to a direct hiring model. I would recommend CPH to anyone who is serious about meeting their recruiting needs."

– Corporate Services Director EMEA

expertise
& knowledge ...



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Case Study 3: Our client, the UK's largest, specialist public sector consulting firm, employs more than 200 staff. It is now part of a major professional services group.

Pre CPH: The client managed recruitment through its own internal recruiter and HR team, working with 10+ agencies engaged on either a contingent or retained fee basis. The client had a very well run recruitment process with comprehensive tracking capabilities and a low cost per hire in relation to the industry norm. Key metrics:

- 60% of hires made via agencies
- Average cost per hire of c £7,500
- 42 candidates hired in 2006 using 11 agencies
- Interview to offer ratio of 4:1

After CPH were appointed: An experienced CPH account manager went onsite and took over all recruiting activities, managing the end-to-end recruitment process and sourcing candidates directly. Results:

- Less than 20% of hires made via agencies
- Further 10% reduction achieved on an already very low cost per hire
- 42 candidates hired during CPH's first year onsite, with 80% sourced directly and through employee referrals
- Interview to offer ratio of less than 3:1

"Having made the decision to outsource our recruitment and appoint CPH Consulting, we have been delighted with the service provided and they delivered on all KPI's in their first year onsite with us. We had no reservations in extending the contract with CPH."

– Human Resources Director