



THE ULTIMATE GUIDE TO RECRUITMENT PROCESS OUTSOURCING

Understanding RPO and what to
consider when choosing a talent partner

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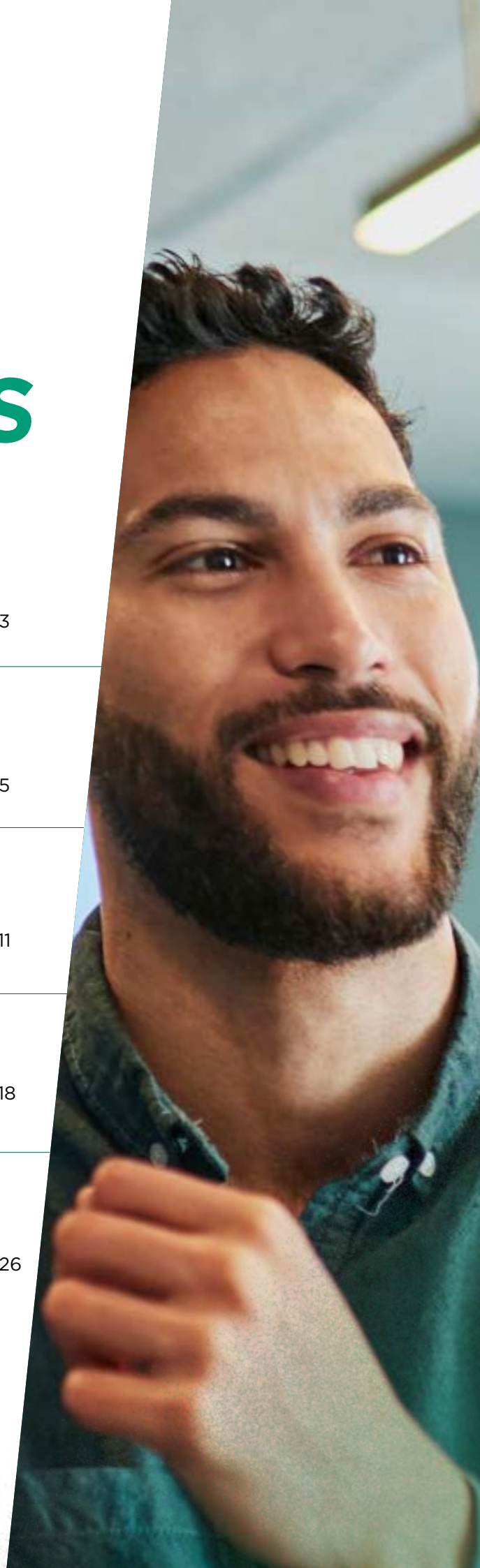
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INTRODUCTION: **DON'T SETTLE FOR MEDIOCRE HIRING OUTCOMES**

In a crowded market, how can you choose a Recruitment Process Outsourcing (RPO) solution that will meet your needs? What are the right questions to ask potential talent partners when assessing best-fit options for your organization?

The stakes are high: the wrong decision can mean increased costs, wasted resources, and poor hiring outcomes that may sink your organization. But a leading RPO partner will help you find the right people and skills at speed, optimize

every stakeholder's experience, and get the most out of talent acquisition (TA) technology. Best-in-class RPO partners will go a step further, elevating your entire TA function to unleash the potential of your organization.

Not all RPO partners, however, can deliver the impact you need. This guide is designed to assist HR, talent acquisition and procurement leaders to understand what to look for when assessing RPO providers.

Broadly speaking, organizations seek a partner that will build and run a leading-edge talent acquisition function that adds real value to the business. An effective RPO solution:



Provides access to an expanded talent pool



Improves quality of hire



Mitigates risk



Improves compliance



Drives efficiency



Cuts costs



Reduces time-to-hire



Reduces attrition

Korn Ferry offers more than an RPO solution: we are your total talent partner. Our global talent consultancy has the expertise, methodologies and tools to support everything from workforce planning to total workforce management, while keeping the hiring manager, recruiter, candidate and employee experience core to everything we do.

In the following pages you will find an in-depth guide for buyers. We show you what to look for in a talent partner, how to assess their fit for your organization, and what success looks like. This will enable you to make informed decisions and build a business case for the talent support you need to achieve your goals.

PRESSED FOR TIME?

Skip straight to pages 10, 27, and 25 for practical checklists to use when choosing an RPO provider.

Let's get started.



JEANNE MACDONALD

Chief Executive Officer,

Recruitment Process Outsourcing (RPO)
for Korn Ferry

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GETTING THE RIGHT PEOPLE **AND SKILLS** **AT SPEED**

DID YOU KNOW?



Skills-based organizations are over twice as effective **(107%)** at placing talent and almost twice as likely **(98%)** to retain high performers



The average cost of replacing an employee ranges from **120%** to **200%** of their original salary



An RPO solution can reduce time to hire by **35%** and cost per hire by **30%**

Whether you're looking to elevate one part of the recruitment process or all of it, you need a flexible and agile approach that helps you hire the right people with the right skills—fast.

The right RPO partner will help you navigate the complex and unpredictable talent market. They will equip you to leverage skills-based hiring models and other strategies to attract, qualify and secure the top talent you need with consistency, accuracy, and speed.

Three of the most effective levers for achieving these goals are:

1. Establishing a seamless flow of **talent data and insights** to enable better hiring decisions,
2. Implementing **skills-based hiring** practices for moving the best talent forward, and
3. **Flexible recruitment services** designed to bridge specific gaps in your recruitment process.

We explore these strategies in the following pages, but first, let's discuss the most significant risk facing any hiring organization: the risk of failing to hire the right people.

FAILING TO HIRE THE RIGHT PEOPLE

What are the key factors exposing your organization to the long-term costs of poor hiring outcomes? Common reasons include a lack of data, little understanding of the skills needed for success in that role, or a poor analysis of candidate potential.

Poor hiring leads to significant and unnecessary costs. A high level of attrition and vacant roles will impact the bottom line and overall revenue potential as knowledge and experience goes out the door.

A poor hire also leads to significant indirect costs to the business in terms of poor delivery, unhappy clients, and the damage to the team culture caused by working with an under-performer. Other team members must often cover projects that the poor hire has failed to deliver, leading to increased stress and resentment.

Finally, there's the morale factor: no one likes watching a colleague—even an underperforming one—being let go.

A SEAMLESS FLOW OF TALENT DATA AND INSIGHTS

Fortunately, holistic RPO solutions are built to improve quality outcomes while hiring at speed and at scale. **David Napeloni**, Senior Vice President at Korn Ferry, says RPOs work closely with clients to understand their culture and the key drivers for their organization. “As a result, we’re able to create profiles and processes that ultimately lead to better hires”, he said.

Korn Ferry **Nimble Recruit**—our AI-powered tech platform—combines candidate, market, and Korn Ferry-owned data and insights to inform talent decisions with precision. It gives recruiters the competitive edge to not only source talent, but make sure the talent is the right fit for your business. The seamless flow of data creates a faster end-to-end process from sourcing, assessing, securing and developing talent. Simply put, you get the right people and skills at speed.

A key part of Nimble Recruit, **Success Profiles** are dynamic benchmarks that reveal the competencies, traits, and drivers your team needs to help your organization reach its goals. Aligning to your internal structure and culture, they are used to determine the best hire for your business. For example, Leadership Success Profiles help unearth if candidates are inclusive, think digitally first, and are self-disruptive.

Think of Nimble Recruit as your one-stop RPO technology solution. It's immediately scalable, data-driven, helps you find and secure the right people, and accelerate time to hire for volume, early career, and professional roles.

OUR TALENT INSIGHTS

100M+ **30,000**
Assessments Job titles

10,000+
Success Profiles
that identify
what is critical to
succeed in a role.

DELIVERING MORE THAN SKILLS-BASED HIRING

Right now, organizations are grappling with talent scarcity and lack the flexibility to react quickly to change.

Skillsets required for jobs have **changed by 25%** in the past eight years, with the rate of change anticipated to reach 65% by 2030. **Only 29%** of new hires are highly prepared with the skills needed for their role, and only 23% are prepared with the skills needed for the future.

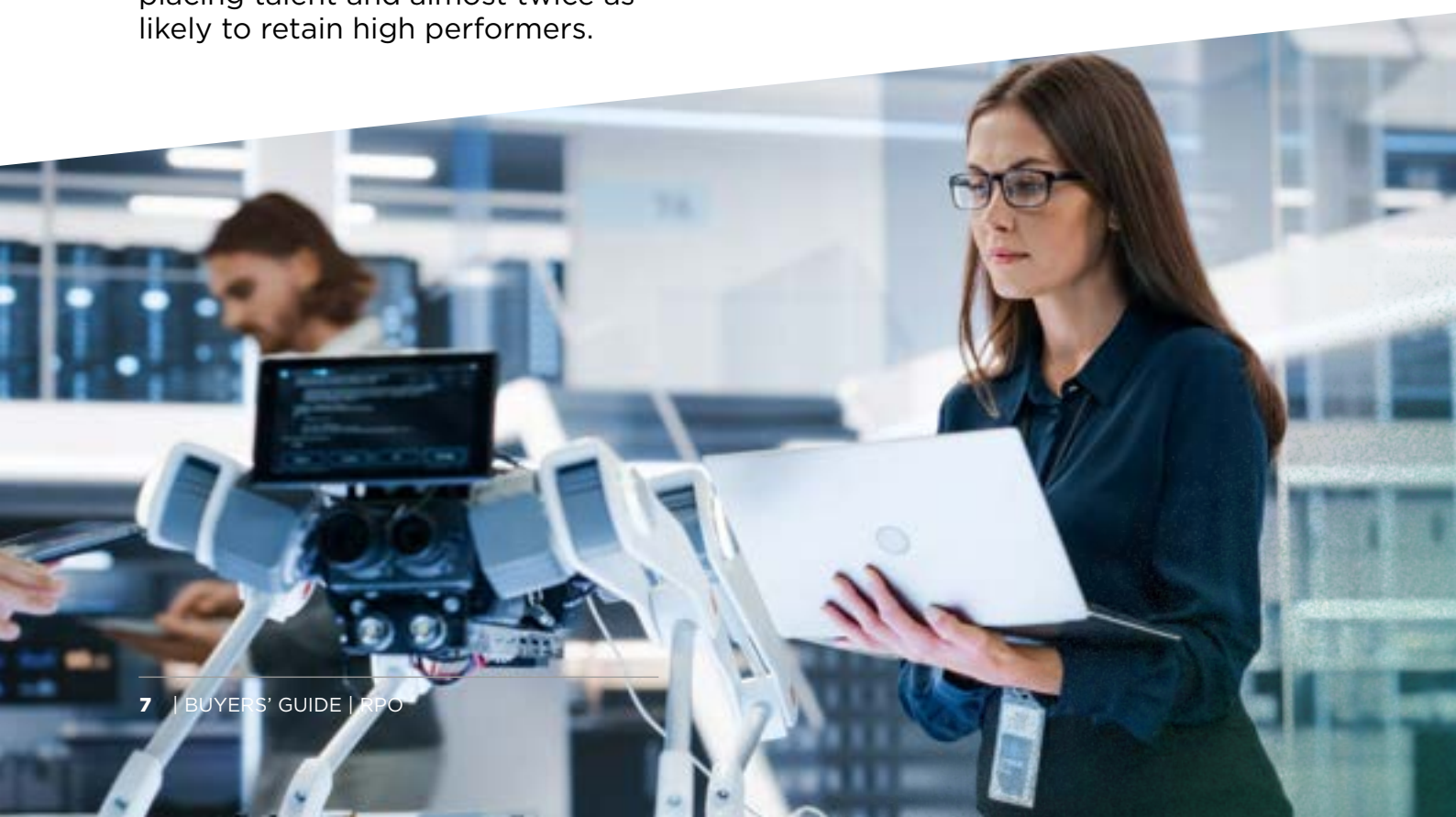
In response, some employers are exploring a **skills-based approach** to hiring and talent management, particularly in industries and functions hit hard by talent shortages. This forward-looking strategy identifies individuals capable of meeting current organizational needs by looking at their technical abilities, behavioral competencies and personal identity.

Skills-based organizations are more than **twice as effective** (107%) at placing talent and almost twice as likely to retain high performers.

Hiring managers using a skills-based approach unlock a broader pool of candidates to determine if a person is suitable for the current role. "It's a significant shift from the traditional hiring mindset, which is why more organizations are turning to an RPO solution to help uncover the skills and traits required for organizational success."

David Napeloni,
Senior Vice President at Korn Ferry

Korn Ferry's RPO solution helps businesses implement skills-based hiring by identifying critical skills, creating Success Profiles, and matching candidates accordingly.



LOOKING LONG-TERM

To achieve sustainable growth, organizations also need to look beyond their immediate needs. Hiring based on future potential involves seeking candidates who might not possess all the necessary skills today but demonstrate significant promise for growth and adaptability. Companies who want to encourage innovation and develop their talent might be interested in this future-focused approach where candidates progress into more advanced roles over time.

This approach also enables mobility and career development, and helps you hire people for the potential value they will bring to your organization over time.

CASE STUDY

BREAKING THE CYCLE AT LVHN

Lehigh Valley Health Network (LVHN) faced a tough cycle that many healthcare leaders know all too well. Hiring shortfalls put a strain on frontline staff, leading to higher turnover and more difficulty attracting candidates. This situation drove up costs for nurses' overtime, shift premiums, and travel expenses.

To tackle these issues, LVHN partnered with Korn Ferry to implement a comprehensive RPO solution. Over 15 months, we focused on workforce optimization, enhancing the Employee Value Proposition (EVP), and streamlining recruitment processes.



The results were impressive: a **10% increase in applicants** and a **15.5% rise in new hires**, netting 144 nurses. Turnover dropped, saving LVHN a massive **\$43.18 million** in traveler expenses and paving the way for sustainable staffing success.

FLEXIBLE RECRUITMENT SERVICES FOR ANY RPO NEED

Hiring agility—the power to flex and scale your talent acquisition—becomes crucial in an environment where manual processes are proven ineffective.

Don't fall for the misconception that hiring velocity is only achievable in organizations that can afford an expensive in-house recruitment tech platform. Partnering with an RPO provider means organizations can access game-changing RPO technology and data for better, faster, and seamless scaling up and down.

Nimble Recruit cuts time to hire by supercharging efficiency and automating manual elements of the recruitment process. With unique insights across talent acquisition and talent management, it creates a faster

end-to-end recruitment process by enabling better-informed decisions at each stage, from sourcing and assessing to securing talent.

The result? On average, we have **reduced time to hire by 35%** across our global client base thanks to our talent insights.

If you want to test the waters with an RPO provider, scale quickly, or bridge specific gaps in your recruitment strategy, partial process outsourcing might be the answer. Korn Ferry's **Flexible Recruitment Services** reduce your burden while streamlining processes, reducing risk, and delivering better results.

You can use as few or as many flexible recruitment services as you need, which could include:



Sourcing: Boost your candidate pipeline for specific roles within a set timeline.



Pre- and post-boarding care and coordination: Provide a customizable, seamless candidate experience by integrating various hiring processes and tailoring services for different candidate levels.



Screening: Streamline your screening efforts with operational support and strategic business decision guidance.



Events support: Flexible support for assessment centers and events, tailored to candidate volume and preferences.



Scheduling: Manual, partially automated, or fully automated scheduling based on your specific requirements.



Internal mobility: Rethink and refresh your internal mobility and redeployment processes.



Staff augmentation: Augment your talent acquisition capacity without adding more full-time resources.

HIRING IMPACT OF KORN FERRY RPO SOLUTIONS

Average KPIs achieved across our client base globally

OFFER ACCEPTANCE RATE

95%

Thanks to the improved quality of candidates shortlisted and offered through our platform

TIME TO SHORTLIST:

30%

Shortlists in countries where roles are hard to fill are developed up to **30% faster** with Korn Ferry's RPO technology than via traditional methods

HIRING MANAGER AND CANDIDATE SATISFACTION

92%

Providing clients with the speed, data and insights they need to deliver a strong, positive experience for all stakeholders

CHECKLIST: GETTING THE RIGHT PEOPLE AND SKILLS AT SPEED

Ask the following questions when assessing a provider's ability to help you get the right people and skills at speed.

HOW WILL YOU HELP US:

- ☒ Understand what a good hire looks like?
- ☒ Extend talent pools and provide access to niche talent?
- ☒ Take a smart, skills-conscious approach to hiring so only the best talent moves forward?
- ☒ Accelerate time-to-hire and lower cost-per-hire?
- ☒ Boost our hiring flexibility and scalability?
- ☒ Bridge our recruitment process gaps with specific services that can be leveraged on-demand?
- ☒ Support internal mobility for a more agile and engaged workforce?
- ☒ Make the most of our contingent workforce?
- ☒ Reduce the risks involved in high-speed, high-volume recruitment while ensuring quality of hire?
- ☒ Ensure industry compliance and due diligence?
- ☒ Assess and develop our TA team's skills and expertise to deliver on our talent strategy and drive business impact?
- ☒ Create strategic value? Does the RPO solution offer market insights, structured continuous improvement, client training, and expert advisory?

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OPTIMIZING **EVERY STAKEHOLDER'S EXPERIENCE**

If you are considering a talent partner, it is crucial to check that their RPO solution creates a fully connected recruitment experience to ensure across-the-board positivity and satisfaction for candidates, hiring managers and the TA team.

Put yourself in the shoes of a candidate for a moment. Does any of this sound familiar?



**"I'VE BEEN GHOSTED BY
THIS RECRUITER FOR DAYS!"**



**"I FEEL LIKE I'M BEING
MARGINALIZED AND EXCLUDED
IN THIS HIRING PROCESS"**



**"THIS APPLICATION PROCESS
IS UNREASONABLY COMPLEX
AND DIFFICULT TO USE"**



**"THIS FEELS SO IMPERSONAL
- WHY AM I COMMUNICATING
WITH A ROBOT?"**

If so, you—like millions of others—have had a poor candidate experience, which has very real consequences for employer branding, bottom-line, and an organization's ability to attract skilled talent.

MAXIMIZING CANDIDATE CARE THROUGHOUT THEIR JOURNEY

While some organizations may believe that the candidate experience doesn't matter so long as hiring outcomes are achieved, this is a short-sighted attitude.

A poor candidate experience has a direct impact on two key hiring metrics: **offer acceptance and retention.**



Korn Ferry found that 52% of candidates would be unlikely to accept a job offer after a poor candidate experience.

On the flipside, a positive candidate experience will build goodwill for your brand and organization, particularly if satisfied candidates are inspired to spread the word online. A great reputation as a preferred employer will help you attract more applicants, leading to a bigger talent pool, better-quality candidates, greater hiring outcomes, and improved performance. A positive experience can also contribute to lowering time-to-interview and cost per hire while keeping candidates engaged.

CONNECTING EXPERIENCE WITH EMPLOYER BRAND

Salaries and perks are no longer enough: the best talent considers company culture and the employer brand as well as remuneration. This is why your RPO solution should enable you to connect the candidate experience to your EVP and position you as a preferred employer.

Korn Ferry safeguards your employer brand through superior recruitment marketing and candidate care that faithfully represents your culture and values. We support every part of the candidate journey and beyond, including its technical and personal aspects. By seamlessly connecting onboarding, employee experience, employee development and retention, we help our clients to win and retain the people who make their business a success.

SHOWING YOU CARE: **CONFIGURE, ADAPT, REFINE, ELEVATE**

Look for an RPO provider with a candidate-centric model—this means putting the candidate at the heart of the process, which in turn drives high-quality hiring outcomes.”

We deliver a meaningful candidate experience from the first moment you engage with a candidate through our ‘**CARE**’ hiring model.”

TANYTH LLOYD

Vice President Global Talent
Transformation at Korn Ferry.

THIS INVOLVES FOUR STEPS

1

CONFIGURE YOUR TALENT ACQUISITION ENGINE

Set up the right people, processes, and technology for superior candidate care. Define the ideal candidate journey and configure the RPO solution accordingly.

2

ADAPT TO THE CANDIDATE'S EXPERIENCE

Tailor the hiring experience to individual candidates. Different roles and generations have unique expectations, so create candidate personas for personalized interactions.

3

REFINE YOUR CANDIDATE HIRING TECHNOLOGY

Optimize RPO technology to balance efficiency and human touch. Ensure 24/7 support and quick responses, enhancing the candidate experience from entry-level to professional roles.

4

ELEVATE CANDIDATES TO EMPLOYEES

Treat every candidate as an "employee-elect." Provide the same attention as you would your employees, ensuring a positive impression regardless of the outcome.

The ultimate sign of success is when even unsuccessful candidates come away feeling they've had a positive experience.”

The human touch can be achieved even in a fully automated candidate relationship management (CRM) environment by composing thoughtful, engaging, and warm automated responses, coupled with the use of hyper personalization to connect with the candidate. The key is to deliver a balanced experience by optimizing parts of the process with technology while still providing opportunities for human connectivity.

ACTION:

Apply for a role at your own company to identify and address any parts of the process that feel impersonal or robotic.

ELEVATING THE HIRING MANAGER AND RECRUITER EXPERIENCE

Hiring managers encounter their own set of frustrations when attempting to fill empty chairs. A streamlined process is essential not only for attracting talent but also for empowering hiring managers to make informed decisions.

COMMON PAIN POINTS FACED BY HIRING MANAGERS:



LACK OF COMMUNICATION:

Delayed updates on candidate progress frustrate hiring managers and hinder efficiency.



OVERWHELMING ADMINISTRATIVE BURDEN:

Excessive time spent on resumes and interview scheduling distracts from strategic tasks.



INCONSISTENT CANDIDATE QUALITY:

Poor collaboration and not knowing what good looks like impacts candidate quality.



LIMITED INSIGHTS AND ANALYTICS:

Lack of data makes it difficult to identify trends and enhance hiring strategies.

By integrating AI, automation, and analytics with your existing recruitment technology, Korn Ferry helps hiring managers oversee their entire talent pipeline and leaves them perfectly prepped for interviews. We reduce the time hiring managers spend on manual tasks and make sure they have the data and insights at their fingertips to see progress.

Among the average KPIs achieved across our client base globally, Korn Ferry achieved a hiring manager and candidate satisfaction score of 92%.

92%

CASE STUDY CREAM OF THE CROP

We partnered with a leading global dairy exporter to improve their recruitment process and create better candidate experiences. With around 80,000 applications each year, they needed a streamlined, automated system.

By using Nimble Recruit, we helped craft a personalized hiring experience tailored to different candidate segments. This approach allowed candidates to move through the process at their own pace and made it more engaging for professionals with structured assessments. Introducing Net Promoter Scores provided real-time feedback to enable continuous improvement.

The outcome? Assessment centers are now filled in half the time, enabling hiring managers to make decisions faster. This focus on a high-quality candidate experience has not only supported their recruitment team but also positively impacted their employer brand, showcasing their commitment to candidates.



WHAT CAN BEST-IN-CLASS RPO DO FOR RECRUITERS?

A poor recruiter experience may include issues like:

01 Little or no time away from the daily churn to focus on strategic projects.

02 Time spent searching for data and insights that should be readily available.

03 The need to constantly chase up stakeholders for approvals that could have been automated.

04 Time-consuming manual processes such as resume reviews, candidate communication, and interview scheduling.

We provide recruiters with the right data and insights to make informed decisions and automate tasks so they can focus on more strategic and people-facing activities. Recruiters can cut down sourcing and screening time, automate their marketing, and match candidates faster.

Leveraging AI can help recruiters:

- Speed up hiring at scale
- Broaden the candidate pool
- Write job descriptions
- Schedule interviews
- Enable chatbots for 24/7 candidate comms
- Reduce costs

What does optimizing the candidate, recruiter and hiring manager experience look like?

FOR CANDIDATES



Personalized, prompt and “human” communication



A streamlined and intuitive application process



An enhanced interview experience



A positive impression of the employer brand

FOR RECRUITERS AND HIRING MANAGERS



Automation of manual tasks



Better-informed hiring decisions



Reduced sourcing and screening time



Visibility of the entire talent pipeline

CHECKLIST: OPTIMIZING EVERY STAKEHOLDER'S EXPERIENCE

Ask the following questions when assessing a provider's ability to help you optimize every stakeholder's experience.

HOW WILL YOU HELP US:



Maximize candidate care and elevate the hiring manager and recruiter experience?



Ensure frequent and high-quality candidate communication?



Create a fully-connected recruitment experience for everyone (candidates, hiring managers, and recruiters)?



Incorporate and demonstrate my organization's values within the RPO solution?



Seamlessly connect the candidate experience with our EVP?



Align the RPO solution with our organization's culture?



Use integrated AI, automation, and analytics to help our recruiters and hiring managers make better hiring decisions, faster?



Build and run an international hiring solution that is consistent, while also taking local nuances into account?



Balance scalable automation and technological efficiency with the human touch?



Build an end-to-end talent solution for a seamless and efficient experience?



Simplify the application process?

04

GET MORE **FROM YOUR TECH STACK**

The global recruitment technology market is booming. Organizations can choose from a bewildering array of solutions including applicant tracking systems (ATS), candidate relationship management (CRM) tech, AI sourcing, pre-hire assessments, chatbots, and much, much more.

But not every talent acquisition team has in-house access to these. Many organizations have made significant investments in acquiring the latest technology but are struggling to get the best use out of it. Simply put, most just don't have the bandwidth required to stay ahead of the market and make best use of all the possibilities.

Luckily, there's another way to access and leverage the benefits of sophisticated recruitment technology: through partnering with an RPO solution provider.



GAIN ACCESS TO A LEADING-EDGE RECRUITMENT TECH PLATFORM



One of the reasons that organizations prefer to work with an RPO provider like Korn Ferry is that we provide access to an advanced technology hiring platform that would otherwise be out of reach for many organizations,”

DAVID ELLIS

Senior Vice President, Global Talent Transformation,
& Senior Client Partner at Korn Ferry

The right recruitment technology can be a game-changer. It can boost cost effectiveness, enable flexibility and scalability, improve candidate care, optimize the recruiter and hiring manager experience, accelerate hiring, and integrate seamlessly with existing investments.

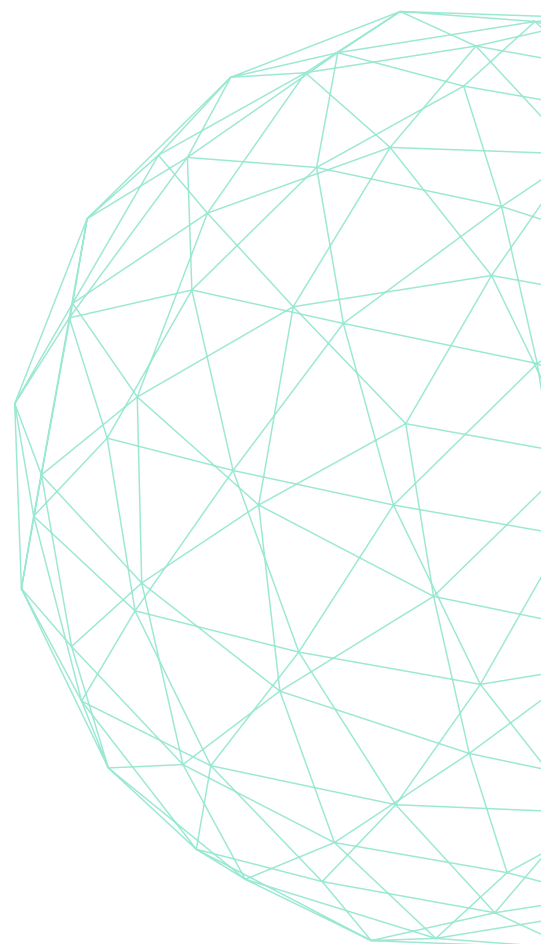
Look for an RPO partner who can help simplify, augment and optimize technology in your recruitment process, working with the stack you have, or blending it with their own to maximize the outcomes of your investment and help you flex and scale. Where you want to leverage the tech you already have, your RPO partner should be on hand to advise and support you in maximizing its full potential.

With Korn Ferry, you're not just getting the best fit-for-purpose tech; you're optimizing it and achieving maximum ROI on an ongoing basis.

THINK: WHAT PROBLEMS ARE YOU TRYING TO SOLVE?

Before the hiring team begins having conversations with RPO providers about recruitment technology and process automation, they must first ask themselves a crucial question: What problems are we trying to solve?

Mandating technology without answering this question can lead to a complicated and costly path for organizations seeking RPO services.



DETERMINE HOW TECHNOLOGY CAN HELP YOU IMPROVE BY TRACKING THE FOLLOWING HIRING METRICS

1

QUALITY OF HIRE

Measuring quality of hire helps you determine if you are consistently hiring the best people for the role. Do so through performance reviews, measuring hiring manager satisfaction, and retention. Then, review all hiring processes to determine where to make targeted improvements.

2

TIME TO HIRE

Definitions of time to hire differ between organizations. For the purposes of this exercise, measure the time between a requisition being handed to the recruiter (or RPO) and the candidate accepting the offer. If you find that your time to hire is slower than your industry's average, look for bottlenecks or manual processes in your hiring funnel.

3

COST PER HIRE

Costs can be lowered by optimizing and professionalizing the recruitment process and driving direct sourcing by the recruitment team. Efficiencies can be found by streamlining and automating the application process, the screening process, and through smaller tweaks such as automated interview scheduling. External costs such as job ad placements and agency fees can be a powerful lever to reduce spend. Programmatic advertising tools smartly manage media budget while direct sourcing that utilizes AI technology can drastically reduce costs too.

A logistics company reported a 25% decrease in cost per hire after introducing Korn Ferry's RPO solution.



DATA-POWERED INTERNAL MOBILITY

Leading RPO solutions also support talent development and retention. Korn Ferry RPO offers a holistic perspective on talent acquisition by supporting both external and internal hiring, providing actionable data to assist with:

- Visibility of internal talent
- Workforce planning
- Skills development and career paths
- A technological framework to identify internal talent and support mobility

Is your internal talent pool visible to your current solution? The right technology is crucial for ensuring talented current employees are “seen”, matched to the right jobs suitable to their skillsets, then engaged and invited to apply to those roles. The benefits of doing so include lower hiring costs, bigger talent pools, and genuine development opportunities leading to improved employee engagement and retention.

ENABLING CAREER PATHING FOR NEW HIRES

Companies have **just 44 days** to influence a new hire’s long-term retention, with 29% of employees making up their minds about leaving within the first week, and 70% within a month.

“There simply isn’t time to wait for 6 or 12 months to have the first discussion with the new hire about development opportunities and career pathing,” says Ellis. “To make sure an employee feels valued and engaged, they need to know you have a plan for them from day one or even before. If you’ve taken a skills-based approach to hiring, there’s no reason why you can’t have this conversation on the new hire’s first day; or even earlier. It’s not about guesswork or assumptions—the manager should enter the discussion equipped with the data flowing from the RPO assessment process.”



29% of employees make up their minds about leaving within the first week, and 70% within a month

ENHANCE YOUR TALENT ACQUISITION IMPACT WITH TECHNOLOGY CONSULTING

Partnering with Korn Ferry means you can cut through the noise of an overwhelming TA technology market and simplify your tech stack for optimum results; today and tomorrow.

We provide the dual capability of consulting and execution through the entire recruitment process to enable continued ROI for your organization. Our technology consultants:

- Work with you to identify where you need to optimize recruitment processes
- Help you get the best out of the tech you already have
- Understand the new tech you need to get the outcomes you want
- Help ensure effective implementation and integration with your ATS and other tools
- Ensure lasting impact by offering change management support to make sure your TA technology solutions are launched and utilized correctly
- Help you combine employee and market data to secure talent more effectively long-term—including gaining access to a wider candidate pool and smart assessments



UNLEASHING POTENTIAL WITH KORN FERRY AND WORKDAY

Korn Ferry's partnership with Workday helps you optimize your recruitment strategy by leveraging data and insights from experienced Workday users, streamlining workflows with efficient self-service tools, and utilizing AI to identify top talent and enhance recruiting outcomes, thereby maximizing the value of your tech investment. **Contact our experts** to learn more about how we partner with Workday to provide strategic guidance and optimize talent delivery systems and processes.

MAKE BETTER-INFORMED TALENT DECISIONS

There's no longer any room for gut feel or guesswork in recruiting. Hiring decisions need to be based on valid, reliable data. That's why Korn Ferry utilizes the following:

01

Success Profiles that take the guesswork out of knowing what good looks like when hiring. Creating a common hiring framework for requirements across the organization, Success Profiles enable hiring managers to pinpoint the skillsets and mindsets they are looking for in employees.

People who are a close fit with our Success Profiles are

7.5 to 8x

more likely to be highly engaged

02

Our AI-powered **Nimble Recruit** tech platform pulls together market intelligence and Korn Ferry-owned data to provide actionable insights that support hiring decisions. It benchmarks your position against industry norms, peers and best practice, providing more context around talent assessment and your organization's needs. By transforming HR insight into action, Nimble Recruit helps put the right people in the right roles, close your skills gaps, and speeds up business transformation.



Average KPIs achieved across our global client base include an offer acceptance rate of 95%, thanks to the improved quality of candidates shortlisted and offered through Nimble Recruit.



LEVERAGE TALENT INSIGHTS TO DRIVE AGILITY AND SCALABILITY

Many organizations discover too late that manual processes for sourcing talent fall apart when attempting to scale up. “This is where the right technology becomes essential,” says Ellis. “The agility of RPO enables organizations to scale up and down, stay on top of market trends, and minimize cost impacts, at speed.”

Faster end-to-end recruitment processes are only the beginning. Ultimately, RPO technology offers your organization the ability to leverage fast-flowing talent data that enables faster, better-informed decisions at every stage.

Flexible hiring will become even more important with the rapid growth of the contingent workforce: contractors, freelancers, temp and gig workers. Hiring more workers for shorter periods creates a challenge that soon overwhelms inefficient or manual processes but can be a breeze with the right RPO tech in place.

CHECKLIST: **GET MORE FROM YOUR TECH STACK**

Ask the following questions when assessing a provider's ability to get the most out of TA technology.

HOW WILL YOU HELP US:



Simplify, augment and optimize new or existing TA technology?



Leverage data insights to reduce bias, drive results with more inclusive processes, and improve quality of hire?



Work with the technology we already have and/or blend it with your own?



Support change management to ensure TA tech solutions are launched and utilized correctly?



Boost our TA impact with tech consulting, implementation support, and change management expertise?



Find simple solutions to make even the most complex recruitment challenges easier to manage?



Use talent analytics and data insights to ramp up agility, supercharge scalability, and slash time-to-hire?



Analyze our existing processes and guide us in transforming the TA function?



Take the guesswork out of decision-making with trusted data insights and transparency?



Innovate, adapt and evolve with the latest technologies?

05

ELEVATE YOUR ENTIRE TA FUNCTION WITH KORN FERRY RPO

We combine talent acquisition and management technology with strategy to move businesses and employees forward together, so that you can embrace the future with confidence.

We help make the complex simple to manage with simple solutions. RPO can provide significant cost benefits through consolidation, economies of scale, and consistent processes—without sacrificing your local presence and expertise.

Our clients lean on us for consultancy and execution through planning, activation and implementation, change management, onboarding and beyond, ensuring that success continues across the entire talent journey. We bring talent insights

and over 50 years of organizational consultancy expertise to every aspect of the talent journey. We guide TA teams to become more efficient, more effective and have a bigger seat at the table in making strategic talent decisions, while becoming better connected to talent management.

We're in this to make talent acquisition better for everyone. With Korn Ferry, you get more than RPO. You get a total talent partner committed to analyzing your current recruitment process, seeing what can be done better, and helping you plug gaps to manage change more effectively, so that you can unleash potential across your leaders, teams, and the entire organization.

ADDRESSING COMMON STAKEHOLDER CONCERNS

At Korn Ferry, we support you in building your business case, planning how you roll out changes, and making sure your people understand how your RPO solution supports your strategy while aligning with your values and culture.

Below, we share some common stakeholder concerns about the RPO journey—and suggest responses for building the momentum for change.

CONCERN	HOW KORN FERRY WOULD RESPOND
I'm worried that outsourcing recruitment will lead to a loss of control over the hiring process.	We work closely with your internal teams to ensure alignment with their recruitment strategies and goals. Regular updates and transparent communication help maintain control and oversight.
RPO is too expensive!	RPO can help you achieve cost savings and improved hiring outcomes through process efficiencies, reduced time-to-hire, and improved quality of hire. We can also help reduce reliance on expensive recruitment agencies.
An RPO provider may not be able to represent our employer brand accurately.	We invest time in understanding your brand and culture and use this knowledge to help you attract best-fit candidates.
I'm concerned that increasing speed will compromise quality of hire.	We use advanced technology and data-driven approaches to streamline the recruitment process without sacrificing quality. With RPO, you gain access to a larger talent pool and can quickly identify the best candidates.
Using an RPO provider may compromise the security and privacy of sensitive candidate data.	We adhere to strict data security protocols and comply with relevant regulations to protect candidate information.

SPEAKING THE LANGUAGE OF YOUR KEY STAKEHOLDERS

The different buyer groups of your organization will have varying priorities when providing input on a proposed RPO solution. Adjust your communication and engagement strategies to suit your audience. Use language they understand (avoid HR jargon) and directly address their challenges and pain points.

Here are some top-line messages that may resonate better with these different stakeholders:



CHRO/HR LEADER

- Access personalized support and powerful strategic insights from a team of experienced recruitment professionals.
- Hire for current skills and future potential.
- Elevate the candidate experience to help protect and enhance our employer brand.
- Build more inclusive and equitable talent programs through objective assessment.
- Enable career pathing for new hires using data flowing from the RPO process.



TA LEADER

- Cut down sourcing and screening time, automate marketing, and match candidates faster.
- Access a fully connected recruitment experience to improve candidate, hiring manager and recruiter satisfaction.
- Scale quickly or bridge specific gaps in your recruitment process with partial process outsourcing.
- Gain access to the right data and insights to make informed decisions.
- Automate manual tasks so you can focus on strategic and people-facing activities.
- Elevate TA maturity for immediate and long-term impact.



PROCUREMENT

- Achieve cost savings by streamlining the recruitment process and reducing time to hire.
- Consolidate fragmented recruitment spend into a single, end-to-end solution.
- Lower the risk of poor hiring decisions and associated costs to the business.
- Reduce the need to engage external recruitment agencies.
- Ensure compliance and consistency with a globally scalable recruitment process.
- Access flexible recruitment services to only pay for the services that will create the most business value.
- Track RPO performance to ensure ongoing value and continuous improvement.

THE RPO **EXPERTS**

Drawing on 50 years of people science, Korn Ferry RPO offers unparalleled forecasting and sophisticated, AI-enabled technology to drive both cost-efficiency and higher quality of hires. Whether you need modular services or full RPO support, we are your strategic partner in developing your TA strategy, identifying the skillsets you need to achieve your goals, and building the right tech-enabled plan to get there.

Learn more about Recruitment Process Outsourcing [**here**](#) or get in touch via the button below.





Korn Ferry is a global organizational consulting firm. We work with our clients to design optimal organization structures, roles, and responsibilities. We help them hire the right people and advise them on how to reward and motivate their workforce while developing professionals as they navigate and advance their careers.

Business advisors.
Career makers.