RPO GUIDE: SCALABILITY, VISIBILITY, AND KPI TRACKING

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From sourcing and screening to full-cycle recruiting, your **recruitment process outsourcing** (RPO) vendor serves as an extension of your internal talent acquisition team. The right RPO solution will improve time to hire through talent acquisition management and program optimization.

The proper RPO program will be tailored to your business strategy, distinctive hiring challenges, specific talent qualification needs, and unique corporate culture. Effective RPO solutions streamline recruitment, improve quality of hires, drive retention, and provide an engaging candidate experience. As an end-to-end hiring solution, the right RPO vendor can take ownership and manage all or part of the recruitment process.

In this guide, we review what data points your RPO vendor should be tracking, the right level of reporting visibility, how a team structure might look, and the benefits of choosing an optimal RPO solution.

Topics
- Accountability
- Team Structure
- Scalability
- Reporting & Analytics
- Progress Reports
- Pricing Model

Accountability

An experienced RPO vendor will deliver more than just candidates for open positions. By providing total talent management strategies designed to achieve specific business outcomes, your vendor will develop a data-driven solution that allows you to shift from reactive to proactive hiring.

Proactive Recruiting

With talent shortages across every sector, maintaining a pipeline of quality candidates is essential to the success of your RPO solution. A proactive strategy engages and converts passive candidates to active candidates, helping your organization achieve a competitive hiring advantage.

Qualified candidates are typically contacted by competitors within a few hours or days of becoming available, so it's essential to have a proactive recruiting process that continually adds candidates to your pipeline, regardless of your current openings. Meeting your companies needs today requires that you seek vendors who build and maintain a continuous, readily-available talent pipeline.

Candidate Experience

In today's candidate-driven market, providing a great candidate experience is essential to timely and successful hiring. As the accountable primary point of contact, your RPO vendor should provide a positive candidate experience by offering clear, honest, and consistent communication. A superior candidate experience will help your organization make a great first impression on top talent, increasing candidate motivation to accept an open position or to refer their colleagues to you.

FAST Recruiting Model

Proactive recruiting starts with a well-developed strategy. A FAST recruiting model should be used to provide focused, accountable, systematic, and transparent processes that make a difference for managing and optimizing talent acquisition.

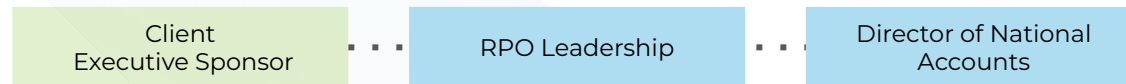| **F**	**A**	**S**	**T**
FOCUSED	**ACCOUNTABLE**	**SCREENING**	**TRANSPARENT**
Focused recruitment teams ensure industry-leading results. Vendors focus on cutting-edge sourcing techniques to deliver in-demand candidates.	The RPO team is responsible for and held accountable to key performance indicators which are measured and reported on a weekly basis.	Screening starts by understanding the environment. The goal is to create a pipeline that reduces turnover and improves the quality of your workforce.	Comprehensive cloud technology covers all aspects of the talent acquisition process. Through cloud platforms, the contingent worker process is fully automated.

Team Structure

Your RPO vendor should demonstrate quality *and* quantity of dedicated resources to support your organization. When you gain access to a sourcing team, you increase the quality and consistency of candidates for your company to utilize when filling positions. Further, your RPO vendor should demonstrate superior service through ongoing investments in internal teams and a custom team structure. A recommended team structure contains some or all of the following elements.

Effective Team Structure

- **Account Director:** Responsible for designing and executing the recruiting strategy to meet the hiring demand at every location. Beyond meeting hiring targets and service-level agreements, the director offers expert advice to ensure the RPO program delivers great candidates, satisfied hiring managers, and continuous innovation and improvement.

- **RPO Recruiters:** Assigned as the main point of contact for the engagement managers. Recruiters are responsible for executing the strategy of their pod. Responsibilities include sourcing and qualifying candidates, coordinating interviews, and starting the onboarding process. These recruiters continuously cultivate and maintain an active pool of qualified and available talent.

- **RPO Sourcers:** Provide state-of-the-art recruiting strategies designed to identify passive and active talent to quickly find applicable talent. Sourcers proactively recruit and build talent pipelines for a variety of positions and specific qualifications.
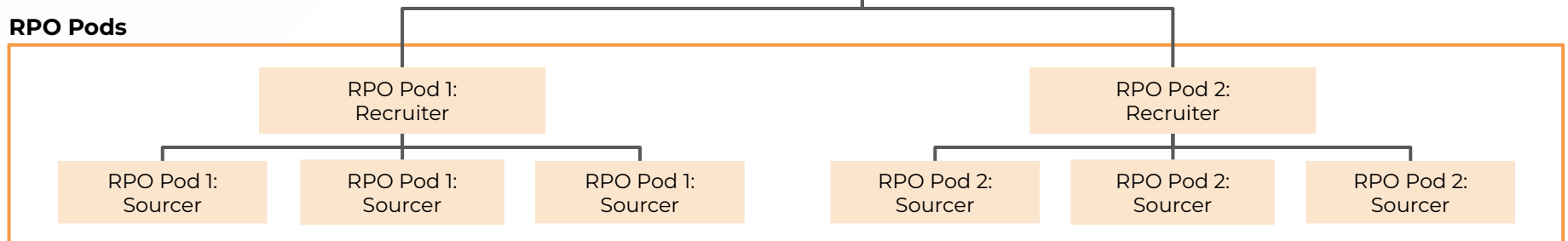
Executive Sponsorship

| Client Executive Sponsor | · · · | RPO Leadership | · · · | Director of National Accounts |

Program Delivery

| Account Director | —— | RPO Implementation Specialist |

RPO Pods

| RPO Pod 1: Recruiter | | | RPO Pod 2: Recruiter | | |

| RPO Pod 1: Sourcer | RPO Pod 1: Sourcer | RPO Pod 1: Sourcer | RPO Pod 2: Sourcer | RPO Pod 2: Sourcer | RPO Pod 2: Sourcer |

Configurable RPO Pods

Another key factor to consider when selecting a vendor is a unique, custom team structure with the potential to scale with your organization. The right RPO vendor will meet unique hiring challenges by deploying the optimal number of staff to meet demands in a timely manner.

A client-oriented, proprietary team structure, such as Eastridge's RPO pods, may include recruiters and sourcers selected to exclusively support the open positions at your organization. Pods and sourcers assigned to each pod should be determined based on the type and number of positions along with time-to-fill requirements.

Our infographic what you should expect from your RPO vendor.

Download Now

Scalability

Quickly ramping up recruitment efforts to meet increasing demands can be one of the most challenging aspects of managing recruitment internally. Your hiring requirements may change seasonally, or there may be a need to scale hiring initiatives to align with a period of growth.

Augmented Talent Acquisition

An RPO simplifies the process for ramping up or scaling down in response to fluctuating demands, helping you source quality talent to support new product launches and periods of growth. Through partnership-driven collaboration with internal talent acquisition efforts, these integrated services provide better visibility to produce higher value and ROI.

Use Case: Enjoy Technology

To see how vendors like Eastridge are able to scale solutions and implement more services under one umbrella, check out Enjoy Technology's RPO-focused case study.

Find out how RPO helped National Underground hire in the field and on their executive team.

Download Now

Reporting & Analytics

Your RPO vendor's sourcing and hiring process should be streamlined and customized to your specific business needs, like opening a new location or ramping up for any number of reasons. Consistent results should be delivered through an established, measurable, and repeatable process.

Your RPO vendor is accountable for achieving key performance indicators which must be measured and reported on regularly. These real-time results and status updates offer unparalleled program visibility.

Primary RPO KPIs to Consider
- **Fill ratio:** Positions filled compared to total number of openings
- **Time to fill:** Number of days it takes to find make an offer to a candidate
- **Turnover rate:** Percentage of employees who leave in a specific time period
- **Interviews per recruiter:** Quality and effectiveness of interviews conducted
- **Submissions per requisition:** Number of candidates submitted before a hire

Applicant Tracking System
Working as an extension of your talent acquisition team, your RPO vendor can source candidates directly into your applicant tracking system (ATS) and make recommendations on processes and reporting. The right vendor will seamlessly integrate the recruiting process with your existing ATS.

Proprietary Solutions
For companies that don't have an ATS, utilizing a vendor's system can supplement your needs by maximizing transparency through real-time reporting and visibility. Your RPO should streamline existing processes and eliminate your most complex workforce challenges with configurable workflows and automation.
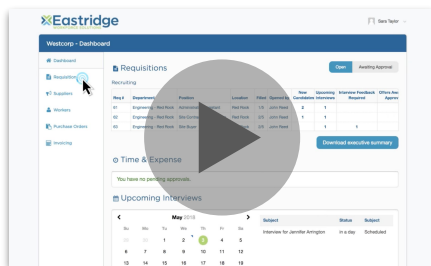
See how we solve complex hiring challenges through Eastridge Cloud.

Watch Now

Data Analytics & Key Performance Indicators

By providing the analytics needed to make informed decisions, reliable access to data drives successful business decisions. Through your ATS, your RPO vendor can track a broad range of metrics regarding talent acquisition and hiring initiatives. Utilizing this data ensures your organization strategically hires individuals who are most likely to perform well over the long term.

In addition to the data from the ATS, your vendor should track various metrics that measure the effectiveness of your company's RPO program.

Efficiency Metric Examples
- **Response time:** Time to submit for open requisitions
- **Interview ratio:** Submittal-to-interview ratio
- **Failure to start:** Candidates who accept an offer but fail to start
- **Negative turnover percentage:** Candidates who turnover in the first 100 days

Service Review

As part of a commitment to provide continuous improvement, your vendor should meet with key stakeholders to review RPO program performance metrics. Formal service review meetings will also ensure your vendor is meeting objectives and improving any service deficiencies.

Progress Reports

Using progress reports allows potential vendors to provide full transparency and visibility for clients. Through these reports, clients can view performance metrics, KPIs, and vital data to make informed decisions.

Eastridge Progress Report: 8/12 - 9/12

	Openings	Openings Remaining	Current Interviews	Total Interviews Scheduled	Completed Interviews	How Many Showed Up	No Show	Offers	No Show %	Interview Conversion %	Total Pass-Thru %	Expected Offers
Boston	15	7	19	52	33	29	4	13	12.12%	44.83%	39.39%	20
New York	13	0	4	24	20	18	2	10	10.00%	55.56%	50.00%	12
Dallas	17	6	11	35	24	21	3	14	12.50%	66.67%	58.33%	20
San Jose	18	7	12	53	41	36	5	22	12.20%	61.11%	53.66%	28
Los Angeles	24	0	5	33	28	26	2	16	7.14%	61.54%	57.14%	19
Miami	22	12	21	56	35	32	3	18	8.57%	56.25%	51.43%	29
Philadelphia	11	4	13	26	13	12	1	7	7.69%	58.33%	53.85%	14
Chicago	27	3	9	49	40	32	8	19	20.00%	59.38%	47.50%	23
Seattle	19	7	23	55	32	27	5	17	15.63%	62.96%	53.13%	29
Totals	166	46	117	383	266	233	33	136				

Openings and Openings Remaining
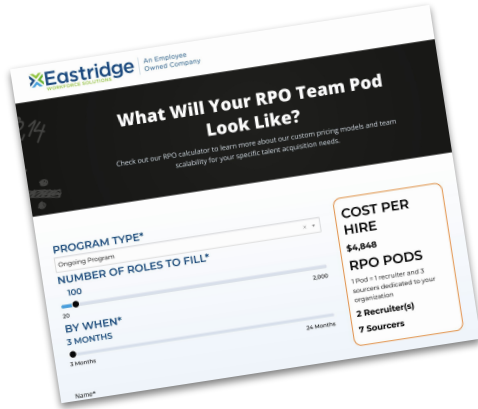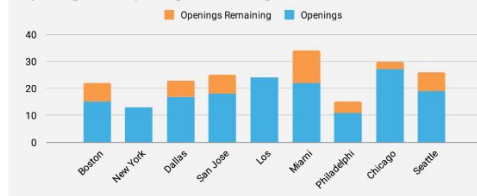
Pricing Model

After developing a dedicated structure to strategically tackle your recruitment challenges, your RPO team should be assigned exclusively to support your organization's open positions. Flexible pricing programs like cost-per-resource and cost-per-hire may be implemented.

Guarantees

Many vendors may provide guarantees if a candidate is terminated for misconduct or other good cause following their start date. Work with your vendor to ensure the cost of turnover is factored into the pricing program.

Pricing Calculator

Research RPO calculators to get a better idea of what a standard pricing model may look like.

Explore best-fit structures and pricing models in the RPO calculator.

Try the Calculator

What Will Your RPO Team Pod Look Like?

Check out our RPO calculator to learn more about our custom pricing models and team scalability for your specific talent acquisition needs.

PROGRAM TYPE*
Ongoing Program

NUMBER OF ROLES TO FILL*
100   2,000

BY WHEN*
3 MONTHS   24 Months
3 Months

Name*

COST PER HIRE
$4,848
RPO PODS
1 Pod = 1 recruiter and 3 sourcers dedicated to your organization
2 Recruiter(s)
7 Sourcers

Choosing a results-driven RPO solution requires deliberate consideration to find the best vendor for your organization's goals.

By selecting the right vendor to implement your RPO solution, you'll gain a dependable partner who will work dynamically with your organization to provide optimal levels of ownership, functionality, and recruitment success.

About Eastridge
Established in 1972, Eastridge Workforce Solutions is an employee-owned provider of full-service talent acquisition and management solutions for companies globally. Eastridge drives talent acquisition, cost reduction, compliance, and visibility for companies through our core five services: professional recruiting, volume recruiting, payrolling, recruitment process outsourcing (RPO), and MSP/VMS technology.

Eastridge focuses on seven major industries: life sciences, manufacturing and distribution, emerging technology, consumer goods, media and entertainment, renewable energy and construction, and financial services.

Ranked as a top professional recruiting firm by Forbes, 2021's top talent acquisition vendor by OnConferences, and in the top 1% of firms by Staffing Industry Analysts, Eastridge proudly helps more than 20,000 associates find jobs annually worldwide.

Get Started! Call us at (800) 306-7432 or email us at info.eastridge.com