



# DELIVERING PROGRAM TRANSFORMATION WITH A TOTAL TALENT SOLUTION

## HIGHLIGHTS

- AGS built a Total Talent solution, ready to deliver to our client
- AGS has built client trust through use of innovative recruitment technology
- AGS will deliver savings through correct labor categorization

## CLIENT OVERVIEW

Our client is an American multinational office supply retailer, with over 1,500 stores across North America. The company supports businesses of all sizes, from sole traders to the Fortune 100. They support customers every day across multiple channels, including direct sales, e-commerce, mobile, AI-powered commerce, and retail.

## CHALLENGE

Our client was looking for a partner to design and build a total talent solution for their permanent and contingent hires. With significant contingent and permanent talent acquisition requirements already being delivered by AGS, they asked us to design a total talent solution on their behalf.

They appointed Allegis Global Solutions (AGS), to design a single program team to manage all of their hiring needs. Our client tasked us with moving away from their inefficient, separate programs to design and build a total talent solution.

## SOLUTION

The AGS solution started with us getting visibility and insight into every form of talent they needed. We designed a total talent model to allow flexibility and customization throughout all the complete pieces of the talent supply chain, including: contingent workers, permanent employees, independent contractors, services performed under SOW, payrolled workers, and consultants. Once the program is in place, we will be in the the unique position to optimize their program against demand.

Our proposed solution combines our workforce analytics and business intelligence processes with such strategies as workforce planning, organizational design and talent management to offer a complete integrated talent acquisition program. AGS will create a single program office to encompass all aspects of recruitment process outsourcing programs providing integrated, streamlined processes and increased visibility of the workforce.

The overall solution will be made up of:

- Consulting
- Managed services
- Technology

### Consulting

The AGS consulting team will deliver the following services to design the total talent solution:

- Complete recruitment process review
- Process and IT architecture re-design
- Introduction of AI technology
- Design and refinement of algorithms
- Integration of teams and technology

## Managed Services

AGS will deliver the following services to integrate the permanent and contingent programs:

- Management of the program office
- Vendor selection and management
- Business support services

## Technology

AGS has already introduced the following innovative recruitment technologies to deliver the existing programs, and upon which to build the future total talent solution:

- AI and automation tools (e.g. HiringSolved and HireVue)
- Conversational AI – virtual recruitment assistant (chatbot)
- Dashboards – for integrated reporting

And, thanks to the trust we built through our expertise in the proper technologies to use from the onset of our RPO, our client received a higher level of insights from thought leaders in our advisory group, leading to actionable engagements that transformed the business.

## BENEFITS OF A BLENDED SOLUTION

- Focusing on talent as a whole rather than its constituent parts allows the benefit of experienced resources applying multiple advanced technologies to the whole talent spectrum.
- Identifying needed improvements, designing streamlined, standardized processes for everything from marketing the company to posting jobs, interviewing, screening, verifying, and onboarding.
- Improving analytics and visibility with advanced technologies consolidates views into internally available talent, recruiting needs, and the efficiency of hiring and sourcing processes.
- Better workforce planning and demand management will reveal which processes take longer, what approaches generate more qualified candidates, and which types of employees cost more to engage. This will result in gaining access to the right talent, at the right time, and the right price.
- Broader talent reach with branding and social media retaining a competitive edge. By extending the benefits of social media and employer branding to the contingent workforce, we will improve engagement as well as increase our client's brand recognition and reach among in-demand talent.

- Greater workforce flexibility allows for an experienced support team that advises on the right type of worker for any given project. We will evaluate needs against skill availability, cost-of-hire, and market conditions to improve cost, quality, and speed. Goals will be met by contingent or permanent workers according to the need.
- We will identify positions that can be best filled by contingent rather than permanent hires more cost-effectively.
- Advise on all sourcing and hiring matters to offer better guidance on standardization and quality practices across the board.
- Measure the efficiency and effectiveness of our processes and facilitate continuous improvement, using tools that apply analytics to workforce data related to time, cost, and performance.
- By building a holistic framework, with supporting systems and processes, we will tailor our client's talent supply chains to meet changing needs, keeping them agile and responsive. We will act as their strategic advisor, supporting and enabling a transformative shift in the way they acquire talent.



### ABOUT ALLEGIS GLOBAL SOLUTIONS

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.

