

indivizo+

THE ULTIMATE RECRUITMENT TOOL FOR CUSTOMER SERVICES

How could Indivizo's Automated Video Interview solution directly contribute to our Client's revenue growth?





The Client

Our Client is a global leader in Front Office BPO (business process outsourcing), providing multilingual call centre services globally to Fortune500 companies with an exclusively home-based workforce of more than 12,000 native speakers in 150+ languages and dialects.

The Challenge

The geographically diverse location of applicants and an ever-growing number of positions to be filled in presented the HR-department with an impossible challenge to work around the clock, aggravated by the task of scheduling second and third Skype interview rounds with the participation of a team of decision-makers.

The Results

The Automated Video Interview solution radically improved the efficiency of the HR-department by removing geographical and time-zone constraints and cutting out time-consuming scheduling tasks. What's more, the quality of the new hires improved significantly, resulting in more satisfied Clients, a boom in new businesses and actual revenue growth.



1 ROUND OF INTERVIEW

🕒 30 mins

1 Applicant

10 mins 🕒

🕒 3 000 mins

100 Applicants / Week

1 000 mins 🕒

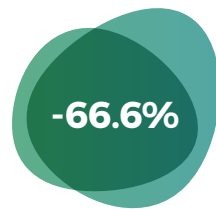
🕒 156 000 mins

5 200 Applicants / Year

52 000 mins 🕒



more efficient recruiting



less time spent with interviews



days of recruiter time saved in a year



increase in the quality of service



revenue growth

The Background of the Project

As a provider of call centre services in 150+ different languages based on an exclusively home-based workforce, the HR-department of our Client received an average of 100 applicants a week globally for the 20+ open positions. After the manual pre-screening of CVs, recruiters had to schedule and conduct a first round of interviews across time-zones. After selecting the most promising candidates, they had to repeat the process for the second and third rounds of interviews by involving team leads and multiple decision-makers in the interview.

“My team was on the verge of a breakdown due to the 16-18-hour workdays and the never-ending scheduling and rescheduling between time-zones, candidates and internal team members. We knew we had to do something, but could never even imagine the extent Indivizo could change our lives from day one.”
- described the unsustainable situation the Global HR Director of the company.

The Solution

After learning about the extremely difficult position of the Client, we implemented our Automated Video Interview solution in less than a week, ready to use for the 20+ team of recruiters, team leaders and managers.

With the help of this:

- Applicants could record their interviews where and when it suited them the best and members of the hiring team could also watch their **videos any time and any place.**
- Due to the **collaborative features** of the software, decision-makers didn't need to be at the same place at the same time to be able to evaluate an applicant.

- This have also led to a **decreasing number of interview rounds** which in addition to being a welcome improvement for applicants and recruiters alike, have drastically reduced the average time to hire.
- The **automated messaging feature** made sure to keep in touch with the applicants without the active participation of the HR-team.
- As soft skills such as communication or problem solving are extremely important in a Customer Service position, using the **competency-based questions** of the Automated Video Interview provided a more complete assessment of candidates' qualities and eventually contributed to an improving quality of service our Client could offer.




This project is a great example of how innovative technology can instantly change people's lives. We were thrilled to see the impact our Automated Video Interview solution did have for this company: from the significant number of hours saved for the HR-team, to the tangible amount of growing revenue.

- Kata Illés, CEO and Co-founder of Indivizo, summarized the successful project.

The Details of the Results

After implementing the Automated Video Interview solution, our Client could instantly experience the benefits:

- Time spent on scheduling and conducting the first round of the interview for one applicant **got reduced from 30 minutes to 10 minutes.**
- With having around 100 candidates a week on average, it meant a **33 hours worth of work saved a week** - almost like having a new member of the recruitment team!
- The **total number of interview rounds got reduced** dramatically, as decision-makers only had to interview the top candidates.



As the recorded videos of the applicants were readily available, the HR-team could share it directly with the Customers, who could then make an informed decision of who they wanted to work with. In addition to increasing the overall satisfaction of the Customer, a lot of further misunderstandings and potential problems could be avoided this way, as well.

”As a provider of call centre services, our Customers’ satisfaction is of utmost importance for us. With Indivizo, not only could we hire people faster, but we could decrease the number of mistakes, which led to a better employee satisfaction and a reduced fluctuation.

With better new hires we could serve our Customers better, who awarded this with bigger deals, which meant a growing revenue for us.

All these thanks to the Automated Video Interview solution by Indivizo. I’m extremely proud to be a part of this project, which is the proof of how good hiring and strategic HR decisions can make a tangible difference in business.

- explained the results the Global HR Director of the Customer Service Provider company.

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LET'S TALK



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