

# RPO case study: high-volume hiring without sacrificing talent quality; hiring 475 customer service agents in just 3 weeks.

industry: business services



## challenges & goals

To support a major new client engagement, the company had to hire 475 new customer service agents within a short period of time. The organization didn't have the internal resources to manage such large-scale hiring.



## solution

The company implemented recruitment process outsourcing (RPO), delivered by Randstad Sourceright, to source qualified talent and manage the hiring process from end to end.



## key results

Despite the short time frame, the company was able to meet the expectations of its new client — filling 475 positions with high-quality candidates in just three weeks.

[> read the full case study](#)

