

direct sourcing case study: strategic workforce planning reduces time to fill for retail roles.

industry: luxury retail



challenges & goals

This luxury retail company wanted to build a more centralized and standardized recruitment process for its contingent hiring in order to improve candidate attraction and time to fill, as some requisitions were previously sitting unfilled for as long as 70 days.



solution

With a dedicated team and centralized process and point of contact, the Randstad Sourceright team handles the end-to-end process from recruitment, payroll to performance issues. The team also developed a direct sourcing strategy that uses the client's luxury brand to enhance talent attraction.



key results

The new strategy has significantly improved time to fill and talent quality. During the first seven months of the partnership, despite three COVID lockdown phases, the organization achieved:

- 264 contingent placements across 32 retail locations, with a time-to-submit rate of just 7 days
- a time-to-fill reduction, from 70 days to 16 days
- an 84% retention rate, exceeding typical retention rates for retail roles
- a client NPS score of 8.47 out of 10



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