RPO case study: fast-track digital recruitment and onboarding transformation during a coronavirus lockdown.

industry: telecommunications

challenges & goals

While businesses in India have been moving toward digital transformation, manual and paper-based processes have been more common. Recruitment and onboarding historically required that talent be present onsite as they move through the process. As the COVID-19 pandemic causes country-wide lockdowns, the telecommunications leader quickly moved to a 100% virtual recruitment and onboarding model.

solution

The company is quickly transforming talent acquisition and onboarding to digital processes to minimize business disruption. As part of its recruitment process outsourcing (RPO) program, video interviews have been introduced to both talent and hiring managers. Recruiting and onboarding teams are engaging talent and hiring managers virtually while they work from home. They use their laptops, internet dongles, Skype, WhatsApp, DocuSign and extensive training.

key results

- In just 2 weeks, the virtual RPO recruitment team has administered 450 video interviews and technical screening using Skype.
- 45 hiring manager interviews have been completed daily using Skype.
- Virtual onboarding has helped 45 new employees prepare for Day 1.
- Recruitment disruption has been avoided. Both hiring managers and talent are presented with a highly-supportive experience, even though they can't be onsite.

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