

# RPO case study

industry: government agency

ramp up hiring to support public need during COVID-19.



## challenges & goals

State governments responded effectively to COVID-19 by drastically increasing the number of healthcare-related resources available to support the state population during the outbreak. The agency experienced a high infection rate and was under immense pressure to support its people.



## solution

Implementing project-based [recruitment process outsourcing \(RPO\)](#), the agency collaborated with Randstad Sourceright on an agile recruitment strategy to source, screen and hire the necessary talent.



## key results

Within 24 hours, a project team of more than 20 individuals was assembled, a customized landing page was developed and technology was configured to support the project. Within one week, the project team grew to more than 30 individuals and screened 6,000 expressions of interest, providing the government agency with a visible talent landscape.

## A state government agency meets demand for critical healthcare staff during the coronavirus pandemic using project recruitment process outsourcing (RPO).

### goals & challenges

As COVID-19 intensified, state governments mobilized to improve the speed of their response to concerned citizens. This state healthcare agency responded effectively by drastically increasing the number of healthcare-related resources available to support the state population during the outbreak. This particular agency experienced the highest COVID-19 infection rates nationally and were experiencing intense strain.

### the solution

Implementing project-based recruitment process outsourcing (RPO), the agency collaborated with Randstad Sourceright on an agile recruitment strategy to source, screen and hire the necessary talent. The project RPO was developed in collaboration to ensure visibility of all potential health resources and the ability to respond quickly to surging demand.

With level three lockdown restrictions in place, virtual implementation and deployment of resources were necessary to support fast-changing state health service requirements. Building on the success of previous project RPO engagements, Randstad Sourceright implemented agile methods to launch the program quickly.

### key results

Upon receiving confirmation, within 24 hours a team of more than 20 individuals was established to support the project, a landing page was built and technology infrastructure was developed to capture expressions of interest. Within a week, the project team grew to more than 30 individuals supporting strategic sourcing and screening, the call center and area business managers.

In two weeks, more than 6,000 expressions of interests were submitted, and more than 100 companies expressed their interest in partnering with the government agency to redeploy staff where it was needed most.

Need to ramp up hiring quickly to support increased demand during the COVID-19 pandemic?

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