

2023



FUTURE OF
WORK
READINESS

CASE STUDIES

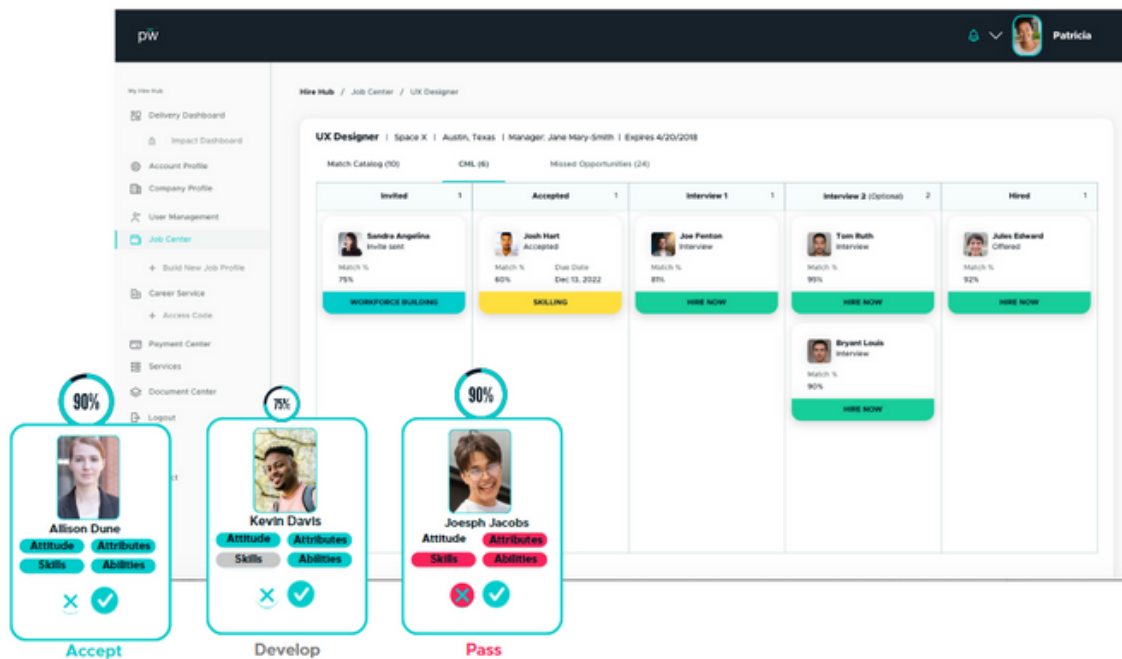
COMPANIES BUILDING A PIPELINE OF SKILLED
DIVERSE TALENT THAT ARE READY TO WORK WHEN
WORK NEEDS TO BE DONE

A TECH COMPANY
OBSESSED WITH
HELPING PEOPLE
EVOLVE WITH WORK



One **workforce building system** that does so much so you can focus on your culture, engage your people and advance your business strategies!

Build Your Workforce: Candidate Pipeline



We are a people-driven company using technology to improve the work lives for the next generation of companies and the Talent they hire.

WHY CHOOSE US TO EVOLVE YOUR TALENT ACQUISITION STRATEGY?

01

Reduce administrative burden and lag time between sourcing to work.

03

Achieve measurable social impact goals with detailed reporting.

02

Hire and help ready the next generation of Talent to build your talent pipeline.

04

Improve wages by offering work in a direct hire environment.

THE PROBLEM: HIGH COST OF TALENT ACQUISITION AND LOW RETENTION

THE CUSTOMER

A company in the construction industry that averages 160 hires a year and operates in one state.

THE ROOT CAUSE

Inconsistent candidate pool across 16 staffing and outsourcing vendors. The project timeline was longer than necessary because of the scarcity of licensed trade professionals required to do the job.

PROJECT BACKGROUND

Their organizational structure: They have a COO and a CFO with an HR Manager who reports to each of them along with 2 administrators. They prefer a lean management structure and leverage a business process outsourcing model.

pepelwerk was chosen to solve the problem because of our process, experience, and patent-pending Hiring Hub technology. During the discovery session, we isolated the root cause of the problem and then framed the value proposition for each feature of the Hiring Hub that could be leveraged to solve their problem. To get the best results we needed to review their current contracts, interview Foreman and Site Managers, map their current pre-hire experience and rescope their jobs.

GOALS

01

Improve the quality of hire

02

Improve skilled labor pipeline

SOLUTION

- By leveraging the Hiring Hub, we created job profiles that better captured the ideal person for the job.
- Renegotiated third-party sourcing/staffing solution contracts adding performance guarantees, including adding best-match conditions.
- Created a Talent Building Profile to ensure Talent Continuity.
- Using Talent matching from the direct hire marketplace (Hiring Hub), we provided immediate results and reduced lead time for them to hire.

RESULTS

Big year-over-year savings during the 3-year term. The company achieved hard and soft cost per hire reductions of \$2,328, with estimated savings of \$295,000/year. They also reduced their time to hire and churn of Talent while increasing retention. of \$2,328, with estimated savings of \$295,000/year. They also reduced their time to hire and churn of Talent while increasing retention.



THE PROBLEM: INCONSISTENT QUALITY OF CARE AND OPERATIONAL METRICS AREN'T MEETING GOALS



THE CUSTOMER

A company in the Healthcare industry hiring 144 licensed specialists and 372 operating hires per year across 4 states.

THE ROOT CAUSE

Challenge with achieving hiring for Diversity and Inclusion (D&I) initiatives.
Change management for operations that incorporate automation and aligning skills to meet job requirements.

PROJECT BACKGROUND

pepelwerk was chosen to help accomplish these objectives because of our Talent Building modules, job scoping services, patent-pending technology (Hiring Hub) and Healthcare experience. To do this well, we needed to understand how they were defining diversity and inclusion, the changes in the operating process, and what they were using to assess current employees' fit for new job functions.

Working closely with the client, we took an agile approach to define their definition of success for D&I and created a resource plan with Talent Building to modify jobs impacted by automation. The result was leveraging the Hiring Hub's pre-hire technology and integrating it with their HRMS & Service Management system to execute, promote and manage the strategy.

GOALS

01

Achieve D&I Initiatives

02

Create a resource plan for jobs impacted by changes in operations

SOLUTION

- Immediately upon using the Hiring Hub direct-hire marketplace they were able to start to truly hire based on diversity for the next generation of Talent.
- Within 3 months the Employee Experience systems were integrated.
- Within 6 months the Talent Building initiative went live.

RESULTS

Because the Hiring Hub provided an all-in-one solution, they will save \$28 per hire per month and reduce total Talent Acquisition costs by \$3,100/hire due to Talent optimization and the simplification of systems and processes. Total savings year-over-year is estimated at \$1.2M.

Trending towards reaching their operational goals of providing their desired level of care for their patients.

PROBLEM: NOT ABLE TO OFFER A COMPETITIVE WAGE



THE CUSTOMER

A retail company with 260 hires per year for warehouse fulfillment and customer-facing roles.

THE ROOT CAUSE

Too many third-party vendors, poor Talent quality control and outdated approach to job descriptions.

PROJECT BACKGROUND

The organizational structure: Regional Operations Managers and local District Managers with corporate oversight for hiring solutions.

pepelwerk was chosen to help accomplish these objectives because of our patented Hiring Hub, Experienced Job Managers, Job Scoping, Match Events, and Vendor Management. To understand if pepelwerk could help them achieve their results we used a test market of their choosing to beta.

GOALS

01

Reduce the number of hires year-over-year

02

Reduce the cost per hire

SOLUTION

- We made sure that the jobs reflected the right personalities for customer-facing and non-customer-facing roles.
- We gave the Hiring Managers direct access to the Hiring Hub.
- We trained the Field Management on the difference between employing and hiring in a direct-hire marketplace as well as hiring to enhance the customer experience.
- Renegotiated and added governance to third-party sourcing and staffing vendors.

RESULTS

In 60 days they reduced their cost per hire by 30% and had better Talent feedback which we will track to see the impact on tenure (aka stickiness). The District Manager reported that the Store culture was better. The next step is to beta in the fulfillment centers. Total savings year-over-year is estimated at \$600k.

This resulted in a wage increase of \$.75 per hour and the addition of an EE incentive plan.

PROBLEM: MISSING SALES OPPORTUNITIES

THE CUSTOMER

A Global Technology Company in the Deployment Space with 42 hires per year.

THE ROOT CAUSE

They are not investing in Future of Work Readiness.

PROJECT BACKGROUND

The organizational structure: Multiple layers of Management with a line of business and Regional oversight and no governance on vendor selection.

They need technically skilled Talent to support the delivery of software implementations but continually add layers of third-party vendors (recruiters/staffing agencies) that reduce the margins for their business.

pepelwerk was chosen because of our Talent Building services, Resource Planning and patented Hiring Hub technology. We worked in two capacities: rescoping Job Profiles to build the Talent they needed for the work they had to offer and Vendor Management.

GOALS

01

Build Talent pipeline

02

Hire at the right time for the business

SOLUTION

- After three working sessions with their internal staffing and operations team, we confirmed that the business would be able to build the Talent they need on the pepelwerk Hiring Hub by creating the right Job Profiles, including the education and certificates needed.
- The Hiring Hub's scheduling tool allows them to have Talent ready to start in line with their sales pipeline. and implementation timeline.

RESULTS

They will reduce outsourcing and contract costs, improving margin on delivery projects.

The total savings is estimated to be \$1.3M year-over-year.



PROBLEM:

CAN'T FIND PEOPLE WITH THE SKILLS YOU NEED

THE CUSTOMER

A company with multiple locations in the automotive industry.

THE ROOT CAUSE

The approach to sourcing was resume based.

PROJECT BACKGROUND

The organization has corporate oversight but each region or facility has responsibility for talent acquisition. They can use corporate tools but are not required to. The regional manager could not keep or retain shop professionals. Those jobs included skilled labor in body work, analog and digital mechanics and maintenance technicians.

pepelwerk was challenged to source skilled talent with the level of expertise needed to immediately fill roles AND build a Talent pipeline to support the growth and employee churn in the business.

GOALS

01

Build Talent pipeline

02

Hire skilled experts

SOLUTION

- Start company Hire Hub account and craft a job profile to get detail requirements of the persona and skills needed for culture, diversity and capability fit.
- Start matching Talent to Job profiles for the company to hire.
- Establish resource capacity needs for skilled labor roles and budget for Real World of Work Sponsorship to build Talent Pipeline.

RESULTS

They closed 25% more job openings in the first 45 days and are trending towards higher retention rates. Too soon to report on tenure.

They are starting to build their Talent pipeline to meet the business needs for the next 6 months.



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