

## CASE STUDY

### HOW OUR 'LIVE EXPERT ANYWHERE' TECHNOLOGY IMPACTS TIME-TO-FILL



#### Stronger, better, faster.

We'd all like to be that in every aspect of our lives, especially when it comes to hiring. Time-to-fill (TTF) paints a pretty clear picture of how fast you're hiring. But if your turnover and attrition numbers are high, should a short TTF still be a benchmark to reach toward?

We wondered the same thing at Integrity Staffing Solutions. And we decided to think outside the box and lean on an innovative piece of technology — Live Expert Anywhere (LEA) — to help us create a fast, frictionless, and enjoyable hiring experience that positively impacted retention.

#### **THE CHALLENGE: PRIMING THE PIPELINE QUICKLY AND EFFECTIVELY.**

At Integrity, we partner with clients in various industries and work diligently to assess our large candidate talent pool to help them with their associate needs. There are three things in this process that have continued to remain true, despite the changing labor market.

The first is that now, more than ever, people work at their own pace and on their own terms. Job-seekers have any number of digital platforms at their fingertips. With a quick type on a keyboard or the touch of the screen, they can immediately send resumes and applications to interested companies and expect a response just as quickly. If you're not providing an immediate, timely response, candidates can (and will) easily move on to the next opportunity.

Another thing? When advertising a job, companies must market the experience just as much as the open position. When your hiring process is user-friendly from end to end, applicants are set up for success at the start. [According to Recruiting Brief](#), as many as 90% of applicants say the recruiting experience impacts their opinion of a company, while 60% will remove themselves from a lengthy application process.

Finally, hiring is expensive. Whether you're replacing a long-time employee or trying to rectify a bad hire, you want to minimize hiring costs as much as possible. After all, it can cost [30% of an employee's first-year salary to hire them](#).

## THE SOLUTION: ENGAGEMENT. ANYWHERE, ANYTIME.

How deflating can a negative candidate experience be? According to one study, **58% of respondents** said a bad hiring process led them to decline a job offer.

We understand the tough balance employers must strike with potential employees during job searches, which is why we try to make every candidate feel supported, engaged, and valued. Enter Live Expert Anywhere, our real-time candidate engagement tool.

Our technology enables candidates to have a "choose your own adventure," user-friendly search experience. Candidates can scan a QR code or click a link to connect with a live, virtual recruiter on their own time and learn about the essential details of an opportunity. Once they've reviewed the information and answered some questions, the recruiter can instantly complete the hiring process on the spot, including filling out any onboarding and hiring documents.

And that process? It's all doable, 24/7, whether from the candidate's couch, a coffee shop, or while they're waiting at the doctor's office or train station. This innovative associate outreach is necessary as times and candidate needs continue to evolve.

With LEA, we've been able to help our clients conduct effective and engaging job searches while keeping time-to-fill rates at a reasonable clip.

## THE RESULTS: A QUICKER, MORE QUALIFIED PROCESS.

By developing and continuing to innovate our LEA technology, we've given our clients a resource that will help them take filling their part-time, full-time, and seasonal associate needs to another level. Let's check out the numbers:

**30,000**

Candidate interviews conducted through the LEA Solution.

**10,000**

Successful hires of candidates who first used LEA (3:1 success ratio).

**24**

Average time (in minutes) it takes to hire talent through LEA.

**4**

Average time it takes to conduct an interview through LEA.

### Time-to-fill can sometimes be a misleading hiring statistic.

LEA has helped our clients turn it into a strength, all while building reliable, knowledgeable workforces. An optimized candidate relationship platform can bring everything into focus with an eye toward efficient, positive candidate engagement and placement. That is why we developed and continue to lean on the dynamic LEA system.

## LET'S TALK.



**Integrity Staffing Solutions** is a full-service staffing agency and ranks in the top 2% of agencies across the country for quality service based on ClearlyRated's "Best of Staffing" client survey.

1-833-446-1300 | [sales@integritystaffing.com](mailto:sales@integritystaffing.com)  
[integritystaffing.com](http://integritystaffing.com)

JOIN US ON SOCIAL     