

# SUCCESS STORY



## RECRUITMENT PROCESS OUTSOURCING (RPO): VONAGE



Vonage engaged TAPFIN's recruitment services to hire approximately 50-65 technical support specialists every six weeks for an indefinite period of time. In order to provide pre-screened qualified candidates during this growth phase, TAPFIN brought in a project director supported by a recruitment support team that was fully dedicated to this engagement. The project director worked on site at the Vonage campus twice a week to facilitate interviews. Additionally, while on site, the TAPFIN project director would communicate and strategize with the Vonage Staffing and Human Resources Team regarding the health of the overall process.

### STRATEGY AND APPROACH

The TAPFIN team sourced over 650 potential candidates a month while providing the following services to meet hiring deliverables:

- > Fostered strong relationships with Vonage's Staffing and Human Resources Team in order to discuss potential changes in job descriptions/profiles/requirements as well as the evolving culture
- > Generated a pipeline of candidates from all sources to be assessed, screened, tested and pre-qualified by TAPFIN
- > Managed and qualified a pipeline of existing and incoming resumes from Vonage's current job application pipeline
- > Generated weekly "Non-Submittal" reports that captured crucial data supporting reasons why potential candidates are either screened out of contention OR are not interested in the opportunity at Vonage
- > Drove the established talent acquisition sourcing process for the hiring initiative including:
  - Sourcing/Pre-screening viable candidates
  - Performing to-be-determined administrative tasks (i.e., scheduling)
  - Communicating information to the Staffing and HR Team in support of the candidate prequalification process
- > Organized and managed the resume/candidate flow
- > Captured market intelligence and hiring trends that are directly correlated to the health and success of this project
- > Made recommendations and suggestions to Vonage's Staffing and HR Teams that assist in continually enhancing and improving the overall hiring process and candidate's onboarding experience

### FAST FACTS

#### CLIENT BENEFITS

- > Staff able to focus on business while TAPFIN project director and recruitment support team managed fast-paced hiring process and worked with client staffing and HR team
- > Recruitment professional in place to quickly find and screen candidates and manage fast-paced hiring process
- > High-quality candidates sought and screened by TAPFIN, with reports on various stages of talent acquisition cycle
- > Insight shared on how to continually improve hiring process

#### PROJECT SCOPE

- > Hire 50-65 technical support specialists every six weeks indefinitely
- > Screened 650+ candidates monthly, identifying best potential employees based on qualifications and company culture
- > Reviewed total of 15,000 resumes, resulting in 404 well-qualified hires



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## METRICS SUMMARY

### PRE-INTERVIEW

<b>15,000+ Résumés Reviewed</b>	Number of candidates team evaluates (approximately 200 résumés per day)
<b>4,722 Potential Candidates</b>	Number of candidates to whom TAPFIN has introduced the opportunity, i.e., résumés merits sufficient enough for conversation
<b>3,560 Rejected Candidates</b>	Number of non-submitted candidates who fail TAPFIN's screening and assessment process
<b>1,162 Scheduled Interviews</b>	Number of submitted candidates pass TAPFIN's screening and assessment process and are scheduled for on-site interview at Vonage

### POST-INTERVIEW

<b>345 Cancellations/ No-shows</b>	Number of candidates who do not show for the Vonage interview
<b>300 Non-viable Candidates</b>	Number of candidates who do not pass the Vonage interview
<b>517 Viable Candidates</b>	Number of candidates who receive verbal job offers
<b>113 Turndowns</b>	Number of candidates who remove their candidacy and/or reject Vonage's job offer or accept offer but do not show for first day of training class
<b>404 Hires</b>	Number of candidates who accept offer and successfully begin their assigned training class

### ABOUT TAPFIN

- > First to offer an integrated solution for acquisition, management and optimization of human capital and contracted services
- > Customized services to meet the unique needs of clients in industries ranging from technology and financial services, to life sciences and telecommunications
- > One of the largest, most financially stable providers of resource management services in the industry
- > A history of process and technology innovation since the inception of resource management process outsourcing
- > The only provider to have achieved ISO 9001:2008 quality management system certification
- > Publicly-traded parent company (NASDAQ: CITP)
- > Billions in managed spend under contract
- > Over 65 programs active today
- > 16 Fortune 500 programs
- > Over 4,100 supplier contracts negotiated

