Case Study: EDS

EDS Takes Advantage of Yahoo! Resumix Hiring Gateway's Ease-of-Use to Drive Participation and Improve Recruiting Performance

In today's business environment, human resource departments find themselves under pressure to accomplish more with fewer resources. Most recruiting functions are smaller than in the past, placing a greater burden on hiring managers to take a more active role in the recruitment process. As a result, recruitment and hiring systems have become an important component of corporate recruitment strategies, facilitating workflow between recruiters and hiring managers and centralizing all recruitment data for the organization. Increasingly, companies are looking for hiring management systems that can be deployed throughout the organization, making ease-of-use a key decision making factor.

System ease-of-use was definitely a primary objective for EDS, one of the world's most experienced outsourcing services companies with 2003 revenues of $21.5 billion and 130,000 employees worldwide. To spread the responsibility for recruiting across the organization, EDS empowered hiring managers to participate even more fully in the recruiting process. As a well-known leader in its industry, the company was receiving thousands or resumes a week, which made finding the best candidate for the job one of EDS's top recruiting challenges.

"Faced with high resume volume and a decentralized process, it was important for us to have a system that could quickly zero in on the most qualified candidates, but even more important was its ease-of-use, since we wanted hiring managers to have full access to the system," explained Holly Tullis, Global HR Process Owner, HRIS at EDS. "As a general rule, hiring managers don't want to invest the time required to become proficient at a complicated system, so we needed an intuitive interface and flexible workflow that would enable them to start using it right away."

In addition to selecting a system that was easy for recruiters and hiring managers to use, EDS wanted to reduce overall system costs and drive down the cost-per-hire. Recruiters needed to have better access to job postings on the corporate jobs site and outside sites, and they had to be able to search for candidates more effectively.

To meet their needs, EDS selected Yahoo! Resumix Hiring Gateway. The system is fully integrated with EDS's human resource information system (HRIS) provided by SAP.

"We evaluated a number of solutions, but in the end, Hiring Gateway provided the best overall value and gave us the ability to reduce our system costs," explained Tullis. "In the process, we were also able to streamline our job posting process, provide an improved candidate experience and capture tracking and reporting data."

Streamlining the Recruitment Process
Prior to implementing Hiring Gateway, EDS had a sophisticated recruiting process made up of a combination of solutions and a database of more than 120,000 candidates. With their new solution, EDS wanted to optimize their cost structure and make it even easier for recruiters and hiring managers to work from the same page. External job posting under the old system was executed through a third party and took as long as 20 to 30 minutes to post each job. In some cases, recruiters would post jobs directly at the job boards themselves, which made it difficult for EDS's own corporate job board to accurately reflect the actual number of open positions.

"It was frustrating because candidates would come to our jobs site, but they weren't being presented with an accurate picture of our hiring needs," explained Tullis. "We found that some of our recruiters were not comfortable with our old system and either avoided using it or just used it as a tracking tool."

Today, EDS uses Hiring Gateway to manage its candidate search functions, applicant tracking within the system and to bring candidates on board as new EDS employees. Implementing Hiring Gateway made it possible for EDS to improve recruiting effectiveness, creating a centralized recruitment database used by both recruiters and hiring managers. As part of the seamless transition, the company easily migrated its database of 120,000+ candidate resumes from their previous Resumix system to their new centralized Hiring Gateway platform. In addition, the new system has enhanced collaboration between both groups, assuring that everyone is working from the same page. While only recruiters can post a job, most other recruiting responsibilities are shared between recruiters and hiring managers.

Reducing Recruitment Process Time and Cost
Since implementing Hiring Gateway, EDS has reduced the time it takes to post a job externally from 20 minutes to two minutes, resulting in a 72 percent increase of job postings on their corporate jobs site in just three months. In addition, now that resumes are uploaded directly to the system via their corporate jobs site instead of being processed manually, EDS has achieved an annual cost savings of $46,000.

Tullis attributes the cost savings to Hiring Gateway's ease of use. "The true testament to the success of our migration to Hiring Gateway has been that our recruiters and hiring managers have told us that the new system is hands down easier to use," said Tullis. "And when you have a decentralized recruitment process like ours, the easier the system, the more effective we can be in providing a better experience for our own people and candidates alike."

For more information on Hiring Gateway and Yahoo! Resumix, go to http://resumix.yaho

About Yahoo! Resumix
As a leader in enterprise recruiting and hiring solutions, Yahoo! Resumix (http://resumix.yahoo.com) is dramatically improving the ability of businesses to source, qualify, and hire the best people. Yahoo! Resumix's solutions are developed leveraging the expertise of Yahoo! in designing intuitive, behavior-based Web interfaces that are easy-to-use and improve the productivity of recruiting and hiring. With more than 15 years of experience in the marketplace and a broad customer base of Fortune 1000 companies, Yahoo! Resumix is a proven choice to deliver comprehensive recruiting and hiring solutions.

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