

Leading Global Biotechnology Company

Organization uses IBM Talent Acquisition Optimization solutions to enhance internal talent acquisition and improve talent metrics

Overview

The need

The leading biotechnology company required an RPO solution that would enhance its talent acquisition function, adding capacity and scalability to its recruitment process.

The solution

Selection of IBM Recruitment Services, offering flexibility in global delivery and hybrid RPO models.

The benefits

- Reduced agency usage from 78 percent to 63 percent in just 12 months.
- Agency usage currently under 10 percent.
- Decreased time-to-fill from 75 days to 42 days.
- Partnership expansion and greater focus on strategic talent acquisition.

Founded in 1978 by a small group of scientists, a leading biotechnology company has sought to discover, develop, manufacture and commercialize innovative therapies that improve the lives of people living with serious neurological, autoimmune and rare diseases. As a pioneer in the industry, the company is one of the oldest independent biotech companies in the world today.

Employees in the organization have the opportunity to develop innovative medicines that impact lives, advance the field of biotechnology, and pursue complex challenges that build on the legacy of great science and discovery.

The challenge: transform talent acquisition

In 2014, the company underwent a major transformation, particularly in Europe, as it sought to elevate its internal talent acquisition function and strategically partner with the business to find and attract top talent.

Due to the complexity of the broader European region, an RPO partner was sought out to add capacity and scalability, which would allow the company to focus on strategic elements of the recruitment process.

With 22 affiliates in 19 countries, creating a more strategic talent acquisition function would require an RPO provider that could deliver the 250 hires annually, assist in sourcing, screening and scheduling process accountability, be proactive in talent pipelining, and partner directly with internal talent acquisition.

The solution: selecting an experienced provider that could deliver hybrid RPO models

After reviewing top providers in the industry, the biotech company selected IBM Talent Acquisition Optimization based on its experience in designing and delivering complex, hybrid RPO models. Further, IBM offered leading expertise in the industry and was able to deliver high levels of direct sourcing that the organization required.



Solution component:

- IBM Recruitment Services
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IBM Recruitment Services offered rapid implementation across the region, including a fast ramp-up to support the new business area within the biotechnology company. This new business focus needed to attract and source 45 key account managers across the European Union.

The delivery method from the RPO solution provided a remote delivery model to ensure a clear division of responsibilities between the two organizations and their talent acquisition resources. Further, operating principles were modeled on best practice in creating a talent advisor framework. Four lead recruiters were also aligned by business area, supported by recruiters with multi-language capabilities and layered dependent on requisition load.

The results: impacting recruitment metrics and evolving the talent acquisition function

IBM was successful in empowering the biotechnology company to create a more strategic function within talent acquisition. When the partnership commenced in January 2015, the organization's agency usage was 78 percent. After the first year of the program, agency usage was reduced to 63 percent. Further, time-to-hire was at 75 days prior to partnering with IBM, but through strategic market mapping on 25 roles and a strong team of direct sourcers, that time has been reduced to just over 40 days in only one year.

As the partnership entered its second year, it continued to evolve and transform talent acquisition at the company. IBM Talent Acquisition Optimization also supported the organization with short- and long-term project needs for onsite support in two European countries, became accountable for additional process steps, including third party performance management, interview feedback and running assessment centers to identify top talent. IBM also became an integral part in participating in HR meetings internally.

The partnership scope expanded in less than 12 months to support two new sites with scheduling support and increased responsibility for end-to-end delivery in Switzerland and vendor management of temporary hiring. By offering flexibility in global delivery capability and adapting to the changing needs of the biotechnology company, IBM was able to deliver a collaborative approach that has enhanced the strategic value of talent acquisition within the organization.

For more information

To learn more about IBM Talent Acquisition Optimization, visit ibm.co/TAO



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