

CASE STUDY

Leveraging AI for faster, more accurate recruitment

BACKGROUND

Intelligent and automated digital technologies are changing the recruitment industry by helping to more accurately identify, screen and place talent, with the added capability to provide these comprehensive services at scale.

Businesses that partner with smart hiring solution providers typically benefit from increased recruitment efficiency, lower costs per hire, reduced employee turnover and better workforce productivity and output.

Given these compelling benefits, more corporates globally now prefer smart hiring services to meet their recruitment needs.

SelectONE Talent identified this growing market demand and subsequently launched Africa's first truly digital-first talent acquisition and recruitment service provider.

THE CHALLENGE

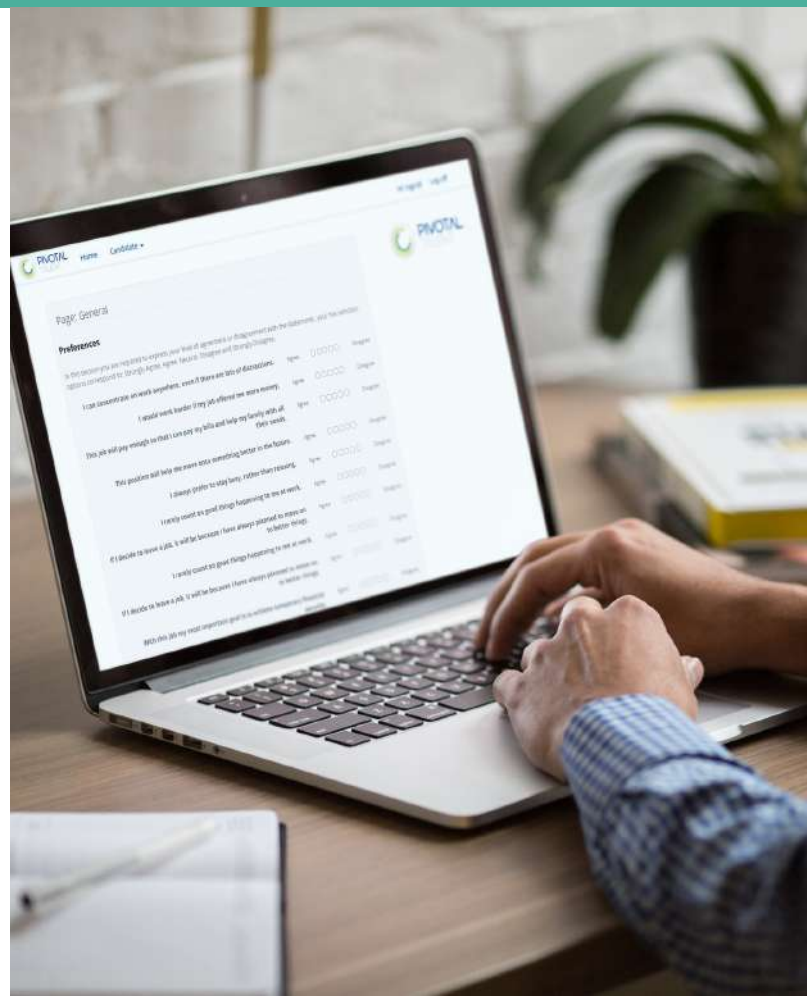
Before going to market, SelectONE needed to find a suitable technology partner to support the company's dedicated team of experienced HR professionals and recruitment specialists with intelligent digital capabilities that can improve recruitment accuracy and streamline processes.

THE SOLUTION

Pivotal Talent is a technology solution provider that uses predictive analytics to scientifically and accurately profile, screen, match and rank candidates according to key predictors of performance, retention and potential, relative to a specific role or career field.

"Developed in partnership with Scientia, a theoretical research centre that sought to define skills that predict performance, the solution scientifically integrates an extensive knowledge base with proprietary algorithms to generate probabilities for future outcomes, such as rating a candidate's fit for a specific role," explains Tana Hall, Head of Business Development at Pivotal Talent.

Pivotal Talent's assessment solution is based on an integration model that incorporates objective, validated research from over 100 top global institutions compiled over the last 60 years. These models span multiple disciplines and integrate fields as diverse as psychology, neuroscience, organisational theory, ethnology, cultural anthropology, cognitive reasoning, sociology, economics and organisational behaviour.



THE TECHNOLOGY

A proprietary Augmented Intelligence (AI) algorithmic model to predict candidate potential and performance.

- 1 Increased accuracy:** The tool is more accurate than other forms of psychometric testing or neuroscientific assessments
- 2 Cloud-based:** We can now conduct online assessments with candidates anywhere in the country.
- 3** Enables us to offer an **end-to-end solution**, blending our high-touch approach, with high-tech capabilities to find the right candidate.
- 4** Company **culture compatibility**
- 5** **Pre-screens candidates** against the skill requirements of the job
- 6** Source and match specialised, critical or **scarce skills**
- 7** Best-fit candidates for **bulk recruitment** e.g., contact centres, or support employment equity etc.
- 8** **Rank lists:** The tool ranks candidates from most to least suitable, leading to faster turnaround times (no manual sorting)

THE RESULTS

SelectONE Talent can now easily:



Source & match the ideal individual with the available job role
=
Satisfied candidate & company



Cost & operational efficiencies:
+ faster results, + accuracy, - costs
=
Streamlined recruitment



SelectONE Talent boosts talent retention, which reduces the costs associated with hiring the wrong person or responding to high staff attrition rates.

"Ultimately, it is the combination of our team, our proven and robust methodology, our understanding of the regulatory environment and its impact on business strategy, and our use of the Pivotal Talent solution that enables us to simplify recruitment and deliver better outcomes for businesses of any size, across every sector," concludes Schutte.

ABOUT

We are driven to make your impossible, possible. With a recruitment history of using technology to find you the perfect candidate, we're taking it one step further, bringing you cloud contact centre solutions that empower your employees and bring delight to your customer experience.

CONTACT US

We'll find you the best-fit talent to enable your business to thrive.

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