



## A multilateral financial institution boosts their hiring accuracy by 90% to find the best candidates with impress.ai

### Challenge

With 1,000+ applications, pre-screening manually was time consuming, inefficient and left the process open to bias.

### Results

With impress.ai, the financial institution automated the pre-screening process, saving 14 days of recruiters, time and increasing recruitment accuracy by over 90%.

### Business Benefit

Automating repetitive tasks during the pre-screening phase not only saved significant time but quickly identified the best candidates for their roles, giving them an edge in a busy recruitment market.

### The Background

Headquartered in Beijing, with interests across the APAC region, the financial institution is a highly sought after employer. Receiving more than 1,000 applications each year, the task of manually pre-screening candidates was tiring and inefficient. The process was taking up to

*impress.ai really enhanced our recruitment process while saving significant time for our recruiters. The accuracy of the bot was commendable and created an excellent, highly-qualified shortlist for our roles.*

2 weeks of recruiters' time, reducing productivity across the team. With each recruiter reviewing hundreds of applications and hand-picking those to progress to the hiring manager, it was also subject to potential bias.



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#### **The Solution**

The financial institution sought support from impress.ai to automate the process, with the goal of increasing speed and accuracy, enhancing the candidate experience and advancing the organisation's fair hiring agenda.

Now, a conversational chatbot, known as SAM, automates pre-screening and technical assessment, delivering the best qualified candidates in 93% less time. In addition, the chatbot expands on role information and answers FAQs, helping candidates understand the opportunity and enhancing their experience by delivering information instantly, any time, any where.

SAM automates the high-volume and repetitive tasks, administering all assessments in one place and seamlessly reviewing candidate submissions. The process is evidence-based and data-driven, reviewing applications against detailed qualification criteria. SAM reviews assessments at pre-screening, job-related screening, competency screening and essay phases to progress the highest potential candidates for the role, without human intervention.

By shortlisting candidates based on demonstrated competencies and domain expertise, the bot removes any potential for human bias, and allows the recruiters to shift focus to high-value activities up the chain. The financial institution's team also have a live dashboard, giving them access to real-time insights.





### The Results

SAM enhanced every stage of the recruitment process, delivering the financial institution an impressive shortlist, with 7 out of 12 shortlisted candidates identified as high potential. In addition, it delivered:

- A 93% reduction in time spent in pre-screening, equalling a 14 day productivity gain
- 96.7% of applications completed without recruiter intervention
- Recruitment accuracy of more than 90%
- Real-time access to recruitment insights
- A 90% satisfaction rating on response to candidate queries

This role was the first automated recruitment project that impress.ai delivered for the financial institution. Due to its success, the financial institution and impress.ai have continued to work together automating the recruitment process for a number of roles within the organisation.

### About impress.ai

*Interview, engage and shortlist candidates at scale with impress.ai*

impress.ai is a leading HR tech company based in Singapore, delivering innovative outcomes for organisations around the globe. Its AI-powered platforms run the recruitment process at all stages, from pre-screening to onboarding, promotions, learning and even internal mobility, autonomously and accurately.

impress.ai's intelligent workflows even use conversational bots to conduct structured, competency-based interviews, underpinned by contemporary organisational psychology – saving you time, eliminating human bias and delivering a highly qualified shortlist.

impress.ai is your competitive edge, giving you 24/7 recruitment capability, increasing hiring efficiency by 75% and improving employee performance and retention.