



## Global RPO specialist enhances candidate experience and cuts costs for a global investment bank with impress.ai

### Challenge

As a specialist in permanent Recruitment Process Outsourcing (RPO), the RPO specialist manages the recruitment process for an extensive portfolio of local and global clients. It is known for cutting clients' hiring costs while delivering an enhanced candidate experience. The challenge for the team was finding ways to boost internal productivity while maintaining a cost-effective solution.

### Results

Powered by impress.ai, a customisable, automated workflow offers a seamless candidate experience, decreasing hiring time and eliminating bias while saving money and increasing productivity.

### Business Benefits

A partnership with impress.ai has enabled the RPO specialist to enhance its offering with a seamless candidate experience that increases internal efficiency while delivering impressive results for its clients.

### The Background

The Global RPO specialist wanted to boost client productivity and further support business and recruitment goals without

significantly increasing costs for their clients. Working in close partnership with both global organisations with demanding resourcing strategies and single sites with lower recruitment volumes, the team needed a flexible, customisable solution that could work for clients across the spectrum.

### The Solution

With impress.ai, the RPO specialist has a customisable, AI-powered workflow that guides candidates through an intelligent, automated hiring process. The cost-effective solution supports candidates through every step of the application and screening phases, progressing best-fit candidates and scheduling interviews without human intervention. It even responds to candidate FAQs accurately and instantly, delivering a winning experience 24/7 and reducing candidate drop-off.

This always-on, seamless experience allows the RPO specialist's recruiters to deliver a faster, more efficient, accurate, and unbiased hiring solution for their clients. This, in turn, gives the RPO specialist's team time back to focus on the activities that drive more value for their clients, including candidate sourcing and final interviewing.



*Feedback from both clients and candidates has been exceptional. Candidates love using it, as they can interact and receive a response at any time and place – enjoying the fully mobile and seamless process.*

### The Results

impress.ai's intervention significantly improved candidate experience and reduced time and costs for the RPO specialist, leading to significant benefits for its clients. In just a single use case, for a global investment bank, the results included:

- Reviewing 94% of applications in a high-volume process in just 72 hours
- Saving 80.7 days of team productivity
- Answering 90% of candidate FAQs accurately
- Achieving a winning candidate experience, with a 94.5% candidate satisfaction rating
- Saving the bank approximately SGD \$28,245
- Improving hiring diversity by reducing human bias while getting approval from 99% of candidates to disclose their gender to analyse and enhance the shortlisting process

### 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 percent and improving employee performance and retention.