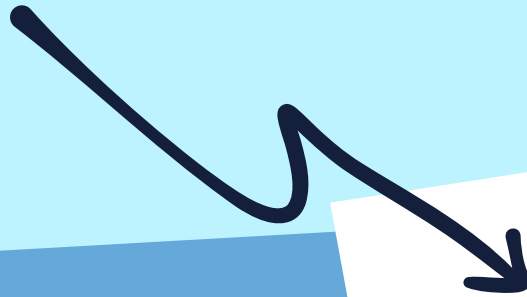


# JOBVITE by **employ**™

FlexTG *Optimizes  
Talent Acquisition*  
Outcomes with  
Managed Services



- Screening Forms
- Analytics Dashboards
- Mapping Updates
- CRM Campaigns

**55%**  
reduction in  
time to fill for  
Driving roles



**Customer Since:** 2021

**Employee Count:** 1,350

**Industry:** Information Technology

**Jobvite Products:**

- ATS
- Onboard
- Recruitment Marketing
- Intelligent Messaging

**Overview of Flex Technology Group:**

Flex Technology Group is the only provider of a fully integrated managed print services platform tailored for organizations who need access to a dedicated national network of highly trained technicians and a unified workflow with end-to-end visibility to manage every print asset, no matter the manufacturer, type or location. FlexTG's data-driven technology solution reduces unplanned service events and help desk calls by up to 40%, optimizes existing multi-vendor fleets, and uncovers immediate cost savings. FlexTG is unrivaled in its ability to modernize and transform print operations for 29,000+ customers — revealing a powerful business methodology that positively impacts profitability, productivity, workflow, and document security.

## Flex Technology Group and Jobvite Partnership

Flex Technology Group recognizes the importance of talent acquisition (TA) for organizational growth. To enhance their TA operations with cutting-edge technology, they partnered with Jobvite. By leveraging Jobvite's expertise and innovative capabilities, FlexTG streamlined recruitment processes, automated manual tasks, and improved candidate experiences. This partnership gives FlexTG tools for sourcing, screening, and tracking candidates, ultimately accelerating time-to-hire and ensuring the acquisition of top talent.

**By integrating Jobvite into its operations, FlexTG can remain ahead in talent management practices, optimize efficiency, and maintain a competitive edge in attracting and retaining skilled professionals.**

## Flex Technology Group and Managed Services

Managed Services offers tailored support to ensure customers derive maximum value from Jobvite's products while aligning their TA strategies with organizational goals. FlexTG worked in tandem with a dedicated team of product experts who provided tailored support and guidance, enabling them to address evolving needs and optimize their use of Jobvite's solutions. This partnership-oriented service goes beyond traditional support models by being an extension of a TA team and aiding in configuring systems to align with specific objectives. This includes troubleshooting issues and providing strategic insights to enhance efficiency and effectiveness.

# Maximizing Outcomes with Managed Services

## Executive Talent Acquisition Analytics Dashboards

**Problem:** Lack of executive-level visibility in Talent Acquisition analytics. FlexTG previously had no reporting technology mechanism in place for TA Analytics.

**Solution:** The Managed Services team collaborated closely with FlexTG's Talent Acquisition leadership to develop customized analytics dashboards tailored to executive requirements. These dashboards included reports for filled requisitions, by source and company. The dashboards were also established with the ability to track by region, subsidiaries, department, and REQ reason code.

**Impact:** This initiative not only provided real-time insights but also fostered trust and transparency between TA leaders and their Executive Leadership Team. Executive-level reporting enhanced FlexTG's TA Operations, **enabling faster decision-making, proactive talent acquisition strategies, and enhanced resource allocation** all by showcasing key metrics and trends in dashboards. Having streamlined visual reporting of results by region and subsidiary proved valuable to all stakeholders.

## New Screening Forms

**Problem:** Manual, time-consuming screening processes for niche roles, resulting in inefficient use of recruiter resources.

**Solution:** The Managed Services team designed and implemented three specialized screening forms for niche roles: Driving Role, Remote Role, and Remote & Driving Role. These forms incorporated automated knock-out functionality within the Applicant Tracking System (ATS), streamlining the screening process and eliminating non-qualified candidates at the onset.

**Impact:** By automating candidate screening, the client realized a 54.8% reduction in time to fill Driving roles, taking their average time down from 45.1 days to just 20.4. Furthermore, in less than one month following the project completion, positions with Screening Forms received 1,165 applications. Between the three niche roles, an average of 6.7% of applications were automatically marked as "Reject Later." This has been especially impactful for high volume roles and **enabled their recruiting team to focus on high-value tasks and expedite the hiring process for niche roles.**

# Flex Technology Group Managed Services Projects

## Source Mapping Updates

**Problem:** Some inconsistencies in source tracking within the ATS system led to reporting issues that had the potential to affect strategic decisions.

**Solution:** The Managed Services team undertook a comprehensive project to rectify source mapping discrepancies within the ATS and Recruitment Marketing (RM) systems. This involved ensuring seamless integration between the ATS and CRM platforms, updating Source of Hire protocols, and providing guidance on source management best practices.

**Impact:** The Source Mapping updates initiative not only corrected reporting inaccuracies but also equipped FlexTG with a standardized process for ongoing source management. This ensures data integrity and accurate reporting moving forward, leading to more rapid and informed decisions. **By improving source mapping, the data provided guidance on source resource allocation and ability to evaluate ROI on sourcing channels.**

## CRM Campaigns

**Problem:** A request for guidance on Email Campaign best practices to increase engagement and drive candidates to apply to Sales requisitions.

**Solution:** The Managed Services team partnered with FlexG to build a candidate pipeline in the CRM to target the right candidates for Sales roles. We created 3 modifiable email templates to grab candidate attention and drive greater career site engagement. We led FlexTG through training in how to configure email campaign settings and assisted them in creating their new Sales Campaign to make sure we selected the appropriate settings for their goals. Once the campaign ran its course our team met with FlexTG to discuss results of the campaign utilizing the analytics platform.

**Impact:** The Sales Campaign resulted in 74 candidates re-engaging with the company to research and/or apply to an open position. The TA team can also replicate these best practices between building a pipeline, creating new targeted campaigns, and configuring email cadences.

## Conclusion

Through *strategic collaboration* and tailored solutions, our Managed Services team empowered Flex Technology Group to overcome their most pressing talent acquisition challenges.

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We have experienced immense value from our partnership with the Managed Services team. The ability to collaborate directly with experts on our ongoing configuration needs has been invaluable. The team’s insightful questions during scoping sessions, their responsiveness, thorough follow-up, and adaptability to changes were exceptional. Particularly noteworthy is their assistance in creating crucial analytics dashboards for our company. These dashboards have not only provided our executive team with visibility into our talent data but have also delivered actionable insights regarding our talent performance. **I highly recommend Managed Services to other customers seeking to partner with subject matter experts to ensure their system is configured to meet the evolving needs of their business.”**

**Kelli D’Amico**  
Senior Manager, Talent  
Flex Technology Group

