

DeVry, Inc. Streamlines Recruiting and Screening Processes to Cut Costs and Increase Efficiency

Industry: Education



Location: Downers Grove, IL
Employees: 10,000

Customer Profile

For more than 75 years, DeVry, Inc. has invested in the development and education of students internationally. DeVry is the parent organization of Advanced Academics, Becker Professional Education, the Carrington Colleges, Chamberlain College of Nursing, DeVry Brasil, DeVry University, and Ross University Schools of Medicine and Veterinary Medicine. Headquartered in Downers Grove, IL, DeVry has over 10,000 full-time employees and continues to expand rapidly to serve its 90 campuses across the Western Hemisphere. DeVry's HR team is responsible for effectively staffing the organization to meet this increased student demand.

Business Challenges

When the United States' economy fell into economic depression in 2008, DeVry's enrollment began to spike as individuals looked to higher education to retool their skill sets. DeVry had just hired Felix Martinez to fill the role of Director of Talent Acquisition. Felix was brought in to oversee the corporate employment recruitment for all of DeVry's campuses across the globe.

In his new role, Felix recognized immediately that in order for his team to support the increased student demand, they first needed to consolidate their recruiting and employment screening systems to achieve greater efficiencies and a faster time-to-hire. At that time, DeVry was using 5 different applicant tracking systems and a multitude of employment screening applications to manage their recruitment-to-hire business processes across all campuses. Having to rely on so many solutions, DeVry experienced inconsistencies, high costs to support and train employees on solutions, major challenges with employment screening completion time, and poor customer service from multiple vendors. In short, without having a standard, end-to-end solution framework, Felix and his team were not positioned well to succeed in their critical role.

Specific to employment screening, Felix's frustration stemmed from the fact that his team was managing 7 different vendors across their campuses, which led to a costly, inefficient and often incomplete employment and drug screening process. The reports generated by the multitude of solution providers were slow to return, incomplete and riddled with inaccuracies. And when Felix's team needed support, their customer service was unresponsive. To remedy the situation, Felix needed an employment and drug screening solution provider that would provide fast and accurate results, without sacrificing quality, and had a proactive, highly-responsive and skilled customer service team.

Solution

In early 2009, Felix made the strategic decision to consolidate DeVry's recruiting and employment screening processes using a fully-integrated, end-to-end solution. By implementing this solution, Felix was confident that he could drive a more consistent process that achieved faster and more complete results. In seeking the right solution providers, Felix's main selection criteria hinged on the companies' ability to "provide a high-tech, state-of-the-art service, and deliver outstanding prices - all online". After an extensive evaluation, Felix hung his hat on iCIMS and TalentWise.

With the turn-key, iCIMS and TalentWise solution in place, Felix's team experienced immediate improvements with their recruitment-to-hire processes. First, by consolidating into one system, DeVry has lowered cost by 30% or more. Second, Felix's team has improved efficiencies by eliminating duplicate data entry from their process. Third, by eliminating manual data entry, DeVry achieved a higher level of compliance. Last, DeVry has significantly reduced time-to-hire and freed up time to focus on other strategic business activities.

In addition, TalentWise always delivers a 100% complete employment and drug screening report with a significantly faster turnaround time than the multitude of employment screening providers DeVry had used previously. According to Felix, TalentWise also delivered significant improvements in data accuracy which led to a more confident hiring decisions by his team. Prior to using TalentWise, none of DeVry's other employment screening providers were willing to take on the responsibility of being the "one neck to strangle".

Much to Felix's delight, TalentWise provided his team with a dedicated Account Manager and a specialized team of TalentWise support representatives that were all focused on delivering high quality, fast results with proactive outreach and follow-up to ensure all of DeVry's needs were met in a timely fashion. According to Felix, this was "a blessing in disguise" and has led to a customer-service experience which is "second to none".

Results

- 30% cost reduction by consolidating to an end-to-end solution
- 100% complete reports with faster turnaround time
- Customer service that is "second to none"
- Improved data accuracy and compliance
- Increased efficiency by eliminating duplicate data entry
- A consistent and complete process - every time!

"Using the end-to-end solution from iCIMS and TalentWise, the turn-around time to get new candidates hired has drastically decreased! The accuracy of the data has significantly improved and our costs are much lower." With TalentWise, the level of customer service we get is second to none."

- Felix Martinez
Director of Talent Acquisition