



Achieved 100% SLA Compliance in Staffing Solutions

Geography

United States

Industry

Light Industrial

Service

270° Recruitment

Client Tenure

13+ Years

Case Study Period

12 Months

Team Size

58 Resources

Client Profile:

A leading staffing solutions provider connecting skilled professionals with top organizations focuses on recruitment, workforce management, and compliance solutions.

Solution:

- Deployed specialized recruiters to manage light industrial hiring.
- Streamlined VMS-related tasks, including submissions, onboarding, and compliance.
- Implemented a dedicated team to cover critical recruitment activities during out-of-hours.
- Provided client-specific training for seamless process integration and compliance management.

Client Objective:

- Improve efficiency in meeting SLAs for clients.
- Streamline recruitment workflows to reduce placement delays.
- Optimize resources to manage job requisitions within budget.
- Managing onboarding, background checks, and compliance management.

Impact:

- Successfully met SLAs, ensuring 100% client coverage.
- Improved service ranking from Tier 3 to Tier 1.
- For a detailed breakdown, refer to the table on Page 2.*



2024 Performance Data

| Activity | No. of tasks |
|---|--------------|
| Placements | 2991 |
| VMS submission | 9620 |
| Work Orders processed | 6172 |
| Timesheets processed | 58811 |
| ER Matches | 27621 |
| ER Match end | 15030 |
| Rate revisions | 14736 |
| Onboarding check | 272322 |
| Onboarding upload | 30102 |
| Cost center and supervisor update | 388 |
| New candidates added | 13340 |
| Pin generation | 3832 |
| Pipeline | 11284 |
| BG/Onboarding initiated | 18098 |
| Audits | 29644 |
| Position created | 953 |
| Background check | 16532 |
| I-9 Photo verification/EAD | 42219 |
| Drug test | 35814 |
| Requirements check | 10822 |
| Start Sheet/Wages Notice | 7331 |
| I-9 TNC | 837 |
| I-9 Receipt | 10372 |
| I-9 Rejections, closing & deactivations | 3482 |

Disclaimer: This case study is the property of IMS People Possible. It is based on actual activities and factual data, with some figures being referential. Client data is kept confidential.
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