



CIELO STREAMLINES RECRUITMENT FOR GLOBAL FINANCIAL SERVICES LEADER

CLIENT CHALLENGE

At one global financial services firm, a new business initiative called for significant revision of the hiring process at 20 call centers across the U.S. Targeted for improvement was the phone screening for thousands of call center representatives. Based on the outcome of a previous partnership with Cielo to quickly hire hundreds of IT professionals to staff a new location, Cielo was again the clear choice.

CREATING THE SOLUTION

Cielo identified opportunities to improve the process and candidate experience, and focused the definition of a qualified candidate. Cielo then streamlined the phone screening process to hone in on qualified candidates more effectively.

The client manages the upfront recruitment marketing, which invites candidates to self-schedule a phone interview. Blending seamlessly with the client's HR team, Cielo's dedicated recruiters complete the phone screens with candidates six days a week. Under-qualified and uninterested candidates are now identified early on in the process, enabling hiring managers to focus their time on qualified candidates.

Additional key aspects:

- Cielo supports the client's brand by providing a high-quality experience to every candidate.
- State-of-the-art technology and in-depth reporting provide complete transparency into Cielo's activities.
- Cielo implemented a variable cost structure to handle fluctuations in hiring volume, ensuring that the client only pays for phone screens conducted.

IN BRIEF

CHALLENGE

Improve hiring efficiency in 20 call centers.

SOLUTION

Cielo streamlined the phone screening process and integrated with the client's HR team.

RESULTS

- Reduced hiring costs.
- Increased volume of qualified candidates.
- Reduced interview time.

“Cielo isn't just a vendor to us. They're a member of our close-knit team.”

- Senior Staffing Leadership at a
Global Financial Services Leader

DELIVERING RESULTS

Cielo has brought significant efficiencies to the client's recruitment process, resulting in:

- Reduced recruitment costs.
- Increased volume of qualified candidates.
- Reduced interview time.

In addition, Cielo now hires and trains the client's internal recruiters to conduct phone screens, enabling the leadership team to focus on other strategic initiatives.

ABOUT CIELO

Cielo is the world's leading provider of global talent acquisition and management solutions. Cielo leverages its global scale, customized, innovative solutions and entrepreneurial agility to help clients achieve sustained people advantage and outstanding business outcomes. Through world-class, technology-enabled solutions, Cielo serves clients primarily in the financial and business services, consumer brands, technology and media, engineering, life sciences and healthcare industries. Cielo knows talent is rising – and with it, an organization's opportunity to rise above. For more information, visit cielotalent.com.