

Customer Case Study

OSF Global Services: Rapid Growth Demands an Efficient Pre-Employment Testing Strategy

Customer overview

OSF Global Services is a dynamic service provider that specializes in Application Development and Technology Integration with over 550 employees around the world. Its headquarters are located in Quebec, Canada. OSF Global Services has grown significantly since it was founded in 2003; carefully maintaining its trademark reliability while expanding all across the world. OSF has offices located in the U.S., Central America, Asia, and Europe.

Business Challenges

With such rapid growth in employee and client numbers, **OSF Global Services** is confronted with several important business challenges:



Hiring competent employees while reducing time-to-hire



Assigning candidates to the best positions for their skills



Maintaining hiring quality with higher recruiting volumes across multiple countries

A major challenge for the HR department is to select employees **with the right technical skills** and the **can-do** attitude necessary to meet these expectations.

Solution

In 2017, OSF Global grew from 450 employees to 550 employees. The aggressive growth of the company – in terms of human resources and clients – required a dramatic improvement in the recruiting process speed and quality assurance.

“ I love using eSkill. It makes my job easier and helps me to get more done in a shorter period of time. Our strategic partnership with eSkill has most helped us in terms of recruitment for jobs which demand very specific and measurable skills, such as that of an IT programmer. There is an option to customize your assessments. They have tons of pre-written questions that you can pick and choose to create your very own customized test, and you can give it a custom name. It's like an assessment salad bar. All you need is the applicants email address and you are good to go. Send the assessment and the rest is easy peasy. You will get a notification when the applicant completes the test. eSkill keeps all of the completed assessments organized for you. It's easy to go back and find for reporting purposes. ”

*Ramona Marinoaia,
Global Recruiting Manager, OSF Global Services.*

Once OSF Global identified all of their key job requirements for each job, they created a relevant multiple-subject test for each from eSkill's test content, and finalized a library of tests in their test center. After administering the tests to both candidates and internal staff, HR was able to quickly identify who had all of the skills necessary for open positions.

This test took 30 minutes for the test-taker to complete and OSF needed only 1 hour to configure the test, administer it, and submit the answers per employee.

Results and benefits

OSF Global Services' HR Department experienced a significant transformation in regards to their selection process. eSkill tests enabled them to reach their aggressive recruiting targets by shortening the time to hire from over 30 days to just 10-14 days, and by reducing screening costs by 64%.



The HR team starts by identifying the skills required for a specific position through a job analysis and a professional competencies analysis.



Once all of the key requirements are identified, HR specialists use eSkill to develop multiple-subject tests for each of the open jobs. HR administers the tests to the candidates, and only call in those with the best scores for subsequent interviews.

For example, when it comes to recruiting PHP programmers, HR determined that expertise in PHP should also be complemented by a strong knowledge of JavaScript, HTML, and other popular frameworks. In addition, English skills are required to facilitate communication with international colleagues.

The breakdown:

Here's a breakdown of the savings from using eSkill for filling just one position, using an estimated hourly wage of \$40/h for the company's HR Manager.

Let's suppose 100 candidates applied.

1 Cost before eSkill, using manual methods

HR Managers Needed = 1
 Expertise Managers Needed = 1 (JavaScript, HTML)

Screening & Interview

- Read 100 résumés = 5h x \$40/h = \$200
- Phone 30 candidates = 10h x \$40/h = \$400
- Interview 5 candidates (x 2 managers) = 5 x 2 x \$40/h = \$400

Total Time and Monetary Cost without eSkill

- ✓ Time to Hire = **25h**
- ✓ Financial Impact = **\$1,000**

2 Cost after deploying eSkill

HR Managers Needed = 1
 Expertise Managers Needed = 1 (JavaScript, HTML)

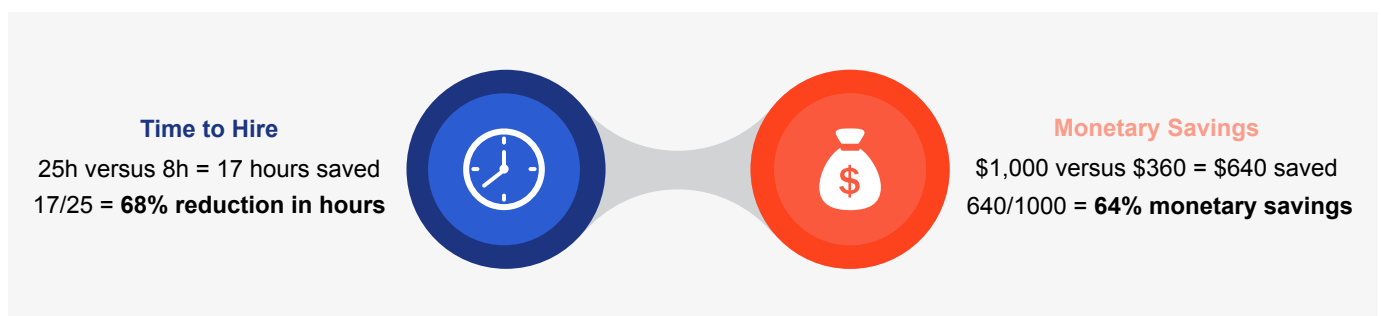
- Skills Testing with eSkill (configure and send the tests) for 100 candidates = 1h x \$40/h = \$40/h
- Narrow Candidate Pool to 20 résumés = 1h x \$40/h = \$40/h
- Phone 10 candidates = 3h x \$40/h = \$120
- Interview 2 candidates (x 2 managers) = 2 x 2 x \$40/h = \$160

Total Time and Monetary Cost using eSkill

- ✓ Time to Hire = **9h**
- ✓ Financial Impact = **\$360**

Conclusions

By using eSkill in our HR selection and recruiting processes, we reduced the costs of the selection by **64%** and the time to hire by **68%**. The managers' time was only spent on the very best candidates, and the repetitive résumé reading was eliminated completely.



About eSkill

Since 2003 eSkill Corporation has been a leader in professional skills testing for pre-employment and training environments. eSkill has tested millions globally with a perfect compliance record.

With thousands of combinable subjects and sub-topics across a wide range of disciplines, including IT, Programming, Office Software, Accounting, Healthcare, Legal, Call Center, Retail, and more, eSkill has become a trusted skills testing partner to thousands of companies globally, including **Coca-Cola, Paychex, Arvato, Zappos, Deloitte, Randstad, Orvis, and LG.**

eSkill makes it easy to customize relevant multi-subject tests to fit a wide array of job requirements, training objectives, and other post-employment evaluations.

Our industry-leading simulation tests recreate software programs and work environments, allowing employers to evaluate how candidates will fulfill actual job tasks.

To learn more about what eSkill can do for your company, visit our website, www.eSkill.com. Or call us toll-free at (866) 537-5455, or direct at (978) 649-8010. You can also email us at info@eSkill.