

CUSTOMER OVERVIEW

GL Staffing Services Inc. is one of the largest privately owned staffing companies in Florida. It has multiple offices throughout the state, with:

- over 80 employees, managing 4,000 temps in the field
- each year, GL Staffing Services helps place more than 3,000 people in jobs at over 250 companies

GL Staffing Services recruits and screens talented professionals for temporary and direct hire positions in two divisions:

- Commercial** (manufacturing, light industrial, construction)
- Professional** (accounting/finance, engineering, IT, admin)

In addition, GL Staffing Services hires external field employees for its clients and internal admin employees for its own corporate office. The company's main goal is to help its clients find the right candidates, while reducing the time and cost to make each hire.

BUSINESS CHALLENGES

In 2016 and 2017, GL Staffing Services was placing 150-200 candidates annually. In 2018, that number grew to 300. To keep up with this remarkable growth, GL Staffing Services had to make dramatic improvements in its staffing process and the way it tracked candidates.

The company knew it needed →

a testing platform that is accurate, streamlined, and easy to use

the ability to maintain the quality of its hires as recruiting volumes increased across multiple locations

a way to easily track candidates' skills sets

SOLUTION

After researching several skills-testing vendors, GL Staffing Services chose eSkill.

“Before choosing eSkill, we did a lot of research. We tried the IBM product formerly known as ProveIT, but the new cloud version did not have a custom test feature. We could not customize the tests, so it was not a good option for us. Jabes Berrios, our corporate employee, tried eSkill at Oxygen Development, and, since then, we implemented eSkill with the help of Melisa Gates, our dedicated client success manager. Melisa always takes the time to help with customization and training. When we made the decision to switch to eSkill, we considered the price, eSkill's exhaustive list of skill tests, and the ease of use of the platform. We can never look back now.”

The process at GL Staffing Services included:

- identifying the key requirements for each job that a client needs to fill
- creating a relevant multiple-subject test from eSkill's test content
- finalizing a library of customized tests, including simulations*, in eSkill's Test Center

* GL Staffing created a customized Microsoft Office skills simulation test that it gives to all candidates applying for administrative assistant positions.

After administering the tests to all candidates, GL Staffing's HR team was able to quickly identify the candidates who possessed all of the skills needed for its open positions.

eSkill tests can be configured to take anywhere from one minute to more than an hour, depending on how deeply and broadly a company needs to test for a particular position.



GL Staffing Services needed only five minutes to create the test, and 25 minutes to complete the entire process of testing candidates and checking their results.

At GL Staffing Services, the Light Industrial staff and corporate recruiters administered the eSkill assessment process.

RESULTS AND BENEFITS

In the following paragraphs, we will explain how GL Staffing Solutions overcame its business challenges using eSkill.

A testing platform that is accurate, streamlined, and easy to use

eSkill uses a web-based environment and a reliable test platform that does not need additional installations, plug-ins, or add-ons. The Microsoft Office simulations that GL Staffing used:

- were very realistic
- immersed candidates in the real-life challenges
- allowed candidates to experience actual on-the-job requirements
- required an average of 25 minutes for test-takers to complete the process

Before using eSkill:

- GL Staffing's test did not have a simulation feature
- testing was difficult for candidates because of system incompatibility
- testing was confusing for candidates due to poor content and problems with Java
- candidates took 35-45 minutes to test for similar skills, if they completed the test at all

With eSkill, candidates now have a better overall testing experience, especially because of our simulation questions and flexible system requirements.

In a survey, Barbara Lainez, a candidate in GL Staffing's Doral, FL office, stated:

“It was a good testing experience, easy to use and understand. It is a simulation of all the daily uses for Outlook 2013. Overall, I feel that it is a great testing application for any candidate.”

The ability to maintain the quality of its hires as recruiting volumes increased across multiple locations

GL Staffing Services used the eSkill platform to seamlessly collect and share testing data with its 12 office locations throughout Florida and kept pace with a nearly doubled increase in the number of candidates applying for jobs each month. The most popular tests for GL Staffing's clients included:



A way to easily track candidates' skills sets

Because GL Staffing was able to build relevant eSkill tests specific to the requirements for each job, its staff was better able to track candidates' skill sets.

SAVINGS BREAKDOWN

GL Staffing Services needed to screen a pool of 160 candidates. The yearly average salary recruiter salary is \$60,000 or approximately \$30 per hour. Below is a breakdown of the savings the company realized from using eSkill.

Cost before using eSkill
Recruiters needed: between two and five, depending on the stage of the hiring process

<p>1</p> <p>Screening résumés. In this stage, GL Staffing Services used two recruiters.</p> <p>⌚ Time Cost = 1 Day \$ Financial Cost = \$390</p>	<p>2</p> <p>Testing process for 100 candidates. In this stage, GL Staffing Services used five recruiters.</p> <p>⌚ Time Cost = 3 Days \$ Financial Cost = \$2,730</p>	<p>3</p> <p>Interview process. In this stage, GL Staffing Services used two recruiters.</p> <p>⌚ Time Cost = 1 Days \$ Financial Cost = \$450</p>
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Total Time and Financial Cost before eSkill

⌚ Time to Hire = 5 Days
\$ Financial Impact = \$3,570

Cost after deploying eSkill
Recruiters needed: two at each stage of the hiring process

<p>1</p> <p>Screening résumés. In this stage, GL Staffing Services used two recruiters.</p> <p>⌚ Time Cost = 1 Day \$ Financial Cost = \$390</p>	<p>2</p> <p>Testing process for 100 candidates. In this stage, GL Staffing Services used two recruiters.</p> <p>⌚ Time Cost = 1 Day \$ Financial Cost = \$480</p>	<p>3</p> <p>Interview process for 30 candidates. In this stage, GL Staffing Services used two recruiters.</p> <p>⌚ Time Cost = 1 Day \$ Financial Cost = \$450</p>
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Total Time and Financial Cost after eSkill

⌚ Time to Hire = 3 Days
\$ Financial Impact = \$1,320

Only candidates who scored 80% or higher on the customized test moved on to the interview process. By setting this minimum score, GL Staffing eliminated approximately 70% of the 100 applicants, resulting immediately in **30 candidates qualified** for the interview process. There was no need for a manual analysis or interpretation of the results.

CONCLUSIONS

From the above analysis, eSkill improved GL Staffing Services recruiting efficiency by:

- reducing the costs of candidate selection by **63%**
- reducing the time to hire by **66%**, from 5 days to 3 days

The managers' interview time was spent only on the very best candidates, and repetitive résumé reading was eliminated.

Time-to-Hire Savings for 100 candidates

3 Days vs. 5 Days = 2 DAYS SAVED
66% REDUCTION IN HOURS

Monetary Savings for 100 candidates

\$3,570 vs. \$1,320 = \$2,250 SAVED
63% REDUCTION IN COSTS

With eSkill, in addition to realizing improved time-to-hire and monetary savings, GL Staffing Services now:

- tracks candidates' skills levels and comprehension through testing
- puts hiring managers at ease
- tests candidates on specifications that are unique to each position
- benefits from eSkill's seamless software platform, with no technical issues

eSkill's software library and customized tests exceeded GL Staffing Services' expectations, the reporting was extremely comprehensive, and, most importantly, **none of the test-takers complained about the testing process.** In fact, the user-friendly platform increased test-taker completion and compliance dramatically.

eSkill also helped GL Staffing Services increase employee satisfaction. Managers have noticed an increase in employee productivity and a reduction in employee turnover, and they are grateful to have the necessary data to support and legally defend their hiring decisions.

In summary, eSkill helped GL Staffing Services streamline the recruiting and hiring process and save resources in the following ways:

- Only candidates who passed a customized eSkill test with a score of 80% or higher moved on to the interview process.
- eSkill eliminated approximately 70% of applicants and the need for a manual review of candidates' test responses.
- More candidates actually completed testing. Fewer applicants gave up on the test than when GL Staffing Services used another testing vendor.
- eSkill assessments allowed GL Staffing Services to test for the exact subjects, topics, and duties needed for each job.
- Retention is approximately 30% higher than before eSkill.
- Turnover is about 5% now, saving \$500-\$800 or more per candidate.
- Placement rates have improved by nearly 30%.
- Recruitment and training costs have been reduced by 25%.
- Return on Investment (ROI) was immediate.

ABOUT eSKILL

Since 2003, eSkill has been an expert provider of effective online skills testing for staffing companies globally. With eSkill, companies can assess high volumes of candidates for their clients in a way that is valid, easy, and cost effective. More than 4,000 organizations around the world use eSkill's job skill assessment tests in their hiring and training processes, including AtWork, iKlan, Randstad, Universal Staffing, Inc., and Crossroads Staffing.

eSkill lets staffing managers easily select or customize job-based tests from over 600 modular subjects and subtopics across a wide range of disciplines such as Microsoft Office, IT, Programming, Office Software, Accounting, Healthcare, Legal, Call Center, Retail, and more. eSkill's leading-edge job simulations recreate software programs and work environments to assess how well candidates perform actual job tasks.

Why our clients chose eSkill over other vendors?

- Our customizable tests have increased efficiency, relevance, and validity.
- Our staffing clients get dedicated test advice and direct contact with a Client Success Manager for a quick setup and ongoing service.
- We provide 24/7 live support for clients and test-takers.
- Test-takers can reliably take tests on any computer or browser with no need for plug-ins or downloads.
- Our simulations have multiple correct solutions, giving a more accurate picture of candidates' on-the-job performance.
- Our clients have unlimited use of eSkill tests and our competency library.
- We continuously update our test content.
- eSkill has a perfect 15-year track record of legal compliance.