



How **Taggd's Expertise** Accelerated Hiring for a Leading Logistics Company



#MakeADifference

A Customer Success Story

About the Company

Our client is an American multinational logistics services company that provides a wide range of transportation and logistics services around the world, including express package and freight shipping, ground and air delivery services, e-commerce fulfillment solutions, custom shipping solutions, trade management services, and several more.

With its worldwide reach, efficient delivery systems, and comprehensive range of services, it requires an extensive workforce to handle its global operations.

Client's Ask

The goal was to onboard around 100 candidates successfully every year across various positions. They required coordination throughout their recruitment process for these positions from a recruitment service provider who could add more efficiency and agility in their recruitment process. While the client knew that they were looking for a shorter time to fill vacant positions, they could not ascertain the cause of it.



Study of The Recruitment Process: Key Focus & Challenges

The company was investing 3000+ hours to fulfill their hiring requirement of 120 candidates in a year, with a high average of 3 weeks to complete the onboarding process of one candidate, a period the client clearly wanted to reduce.

The Taggd team conducted a thorough study of their recruitment process to identify the root cause impacting the time to fill(TTF) along with other challenges.

Understanding Challenges

- The team noticed that there was a **huge overlap of roles and unnecessary deployment of senior manager's time** for tasks that can be handled by junior team members.
- The client's **existing recruitment process involved multiple stages**, each of which required supervision from the business manager. This resulted in an increased TTF and proved to be a bottleneck in the process.
- The key focus of this study was to **identify and ideate ways to reduce the involvement of the business manager** in the recruitment process while maintaining quality recruitment standards, reducing the TTF, and keeping costs low. Reducing the business manager's involvement would mean that they can invest the time in other core aspects of their business and improve the overall efficiency of the company.



- **Through Taggd's comprehensive analysis**, it was concluded that certain stages of the recruitment process could be managed solely by the recruiter, such as resume screening and medical verification checks, to accelerate the recruitment process, with the business manager's approval needed only in rare cases.
- To ensure successful implementation of the change, a through process **reengineering and transition plan** were put into place. The Taggd team would put in their coordination expertise throughout the recruitment process.

The Solution

1. People

The role of hiring managers in recruitment is crucial, however, their involvement in every step of the process takes away a lot of their bandwidth, which can be put into other aspects of work. Hence,

Domain Knowledge: Taggd assigned a dedicated team who had in-depth knowledge about the changing facets of the logistics industry and had the right connections to create a quality talent pool within a short TAT. The team handled several of the preliminary tasks of the hiring process without any involvement from the client, which significantly reduced the time they needed to set aside for recruitment.

Industry network: Taggd also tapped into its extensive network of recruitment channel partners to ensure the job availability is marketed to the right people, and the positions are closed at the earliest.

Rich Experience: The team was also well-experienced at mitigating and tackling end-moment hiring challenges such as no-shows and drop-outs. This ensured that the client could identify and onboard the right candidates without hampering the bandwidth of their business managers.

2. Process

Recruitment Process Evaluation: Taggd identified the stages where hiring business managers should be involved and those that could easily be fulfilled by the recruiter. This reduced overlap of roles and ensured maximum efficiency from every member involved in the recruitment. This was done based on the high, medium, and low involvement stages of the recruitment process.

Redundant Stages: Out of the 11-step recruitment process, Taggd marked 3 stages – sharing the offer request form with the HR service team, BGV and medical, and sharing BGV/Medical documents with the HR – which did not need supervision from the top level.

Continuous engagement: Candidate experience plays a pivotal role in making successful hires, and a key component of the experience is proactive engagement with the candidates. We ensured transparent communication with the candidates about their job roles and expectations, updated candidates about the progress at every stage, and also made sure that all their queries were answered promptly and in detail from our end.

Reports and Feedback: Our team shared regular progress reports, feedback from hiring managers, and performance benchmarks with the client to give them complete visibility of the recruitment process, and encourage discussions on improvement.

Key Outcomes

Taggd's swift solution had an immediate impact, which ensured that there was no delay in the recruitment process and that only the best candidates were selected.

Reduced TTF:

Taggd's recruitment team brought down the TTF from 3 to 2 weeks, and saved almost 240-260 hours for 80 candidates.

Cost-effective:

Besides a reduced TTF, Taggd's methodology also led to significant cost-savings at the client end in terms of their recruitment budget.

Future Opportunities:

Since the client is expanding in India, in the future, an Outsourcing Business Solutions team from Taggd can help them with 120+ candidates, their total hiring number a year, saving time and resources.

By utilizing Taggd's unique approach to recruiting, the client was able to quickly and efficiently identify capable candidates while saving their resources. This enabled them to focus on other aspects of their business and remain competitive in the market. The client's collaboration with Taggd not only streamlined its recruitment process but also improved candidate satisfaction.

About taggd.

Taggd is committed to providing Ready-to-Hire talent through its AI-powered digital recruitment platform. By leveraging human knowledge and data, Taggd has successfully served over 100 clients, enabling hiring managers to fill half a million jobs in 14+ sectors.

We aim to connect people with the right talent and opportunities, always and at the right time.

Visit Taggd to learn more.



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