

# Collins McNicholas

Recruitment & HR Services Group

**Talent Partner™**

Recruitment Process Outsourcing

**FULLY OUTSOURCED RECRUITMENT SOLUTION FOR  
FEXCO'S HIGH-VOLUME CUSTOMER SERVICE  
ADVISORS**

**CASE STUDY**



**"Very easy to deal with and  
have delivered for us in a  
highly responsive manner."**

~ HR Business Partner, Fexco

## INTRODUCTION

Collins McNicholas partners with Fexco, an Ireland-based financial services company, to manage the end-to-end recruitment of an estimated 20 Remote Customer Service Advisors monthly. Fexco chose '**Talent Partner**' as the recruitment process outsourcing (RPO) solution for their hiring needs.

The successful hires support Fexco's Managed Services business.

## "SPEED, EFFICIENCY, SCALABILITY"



### **FEXCO'S REASONS FOR OUTSOURCING RECRUITMENT**

For most businesses, recruitment in today's highly competitive market is not only difficult but time-consuming. On top of this, recruiting in volume requires highly advanced software tools and technologies.

These factors, along with high job competition and skills shortages led Fexco to consider outsourcing the recruitment process. This would allow the business to transform its recruitment practices while remaining competitive.

After reviewing **Talent Partner**, an innovative Recruitment Process Outsourcing (RPO) solution, Fexco agreed to fully outsource recruitment to Collins McNicholas' team of expert recruitment consultants.

Utilising **Talent Partner** allowed Fexco's HR and TA team to benefit from our innovative recruitment technologies - speed, efficiency, scalability, and flexibility.

Collins McNicholas' recruitment consultants were tasked with finding, attracting and selecting suitable candidates, to allow Fexco to scale its business quickly within constrained timeframes.



## "TARGETED SEARCHES"

### **COLLINS MCNICHOLAS' TARGETED TALENT ATTRACTION STRATEGY INCLUDES:**

- A dedicated **microsite** to build brand awareness and encourage engagement
- Posting jobs to **targeted job boards** and search engines – Collins McNicholas Website, Indeed (Sponsored Campaign), Irish Jobs and LinkedIn
- Targeted searches using **in-house candidate database/CRM** technology
- **LinkedIn** targeted headhunting
- **Google Ads** campaigns
- **Social media** campaign



## "INHOUSE DATABASE OF ACTIVE CANDIDATES"

### WHAT ARE THE CHALLENGES WHEN HIRING IN HIGH VOLUME?

Recruiting a fully remote nationwide team of 120+ Customer Service Advisors over a seven-month period, with intakes varying in volume from 15-24 hires, required a bespoke hiring campaign.

Finding and attracting candidates for 12-month contract roles, as well as shift hours, can be particularly difficult without an inhouse database of active candidates.

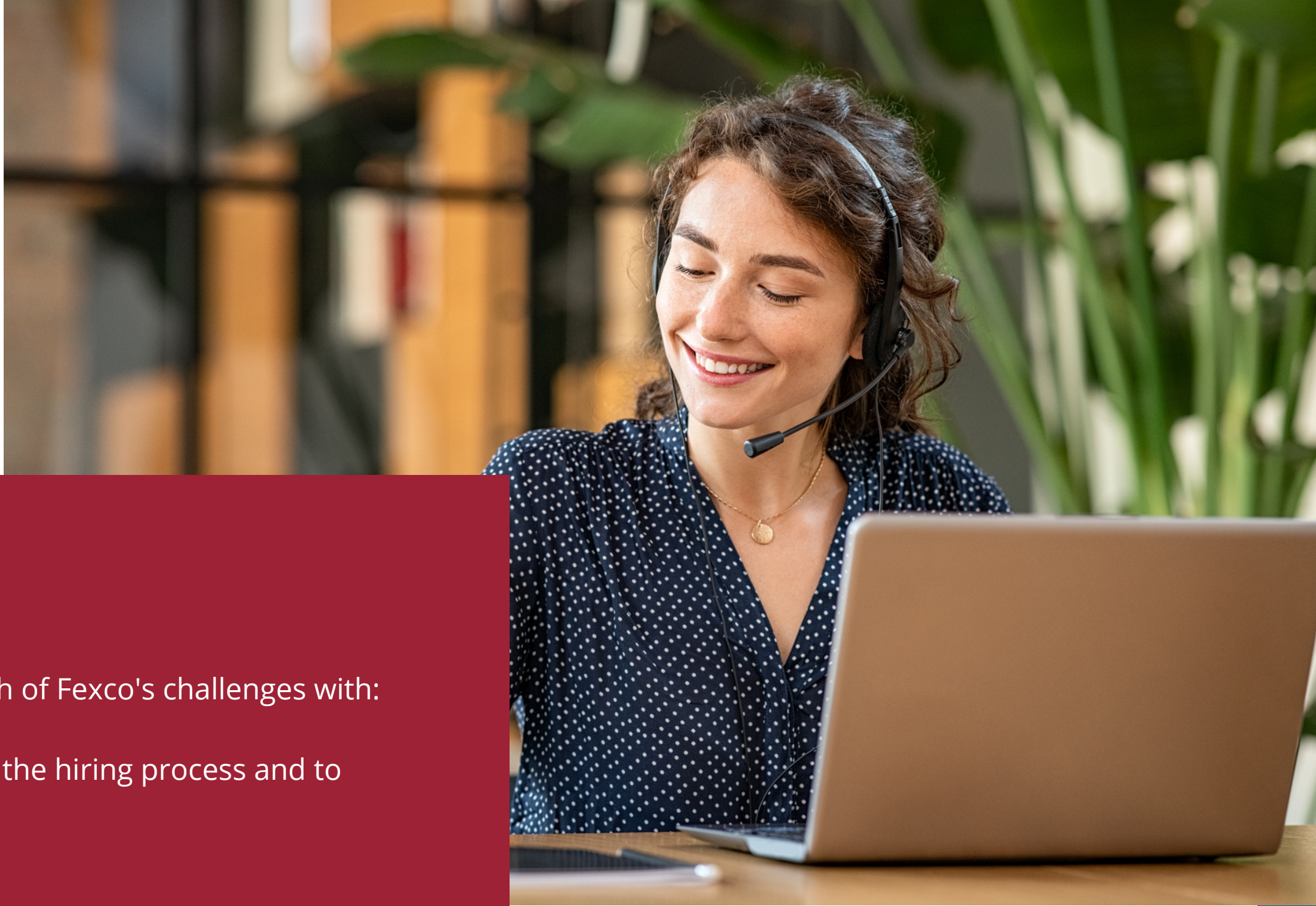
- Short timelines to hire
- Contract roles
- Shift working hours from 8am - 8pm, including Saturdays
- Entry-level salaries
- Extensive financial services background checks
- Tightening employment market

## "STRONG PIPELINE MANAGEMENT"

### WHAT ARE THE STAGES OF TALENT PARTNER?

As an RPO solution, **Talent Partner** effectively addressed each of Fexco's challenges with:

- A Service Level Agreement (SLA) consultation to align with the hiring process and to streamline certain phases
- A 'Statement of Work' agreed by both parties
- A dedicated account team
- Integration with Fexco's applicant tracking system (ATS)
- Daily updates and weekly recruitment activity reporting with Fexco's HR and TA teams ensures strong pipeline management, continual feedback and consistent improvements to the recruitment process
- Screening, written assessments and interviewing, and managing offers
- Candidate feedback issued within just seven days
- Check in with candidates ahead of their start date and finally, an aftercare call three to four weeks post commencement of role



**Talent Partner™**  
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01

**120+ successful new starters** were hired across seven calendar months with similar projections going forward.

02

On completion of the RPO Talent Partner process, Fexco won **'Support Team of the Year'** at the Customer Contact Management Association Awards.

03

Collins McNicholas continues to work as a trusted partner with Fexco's hiring team to support them through their **continued growth** and future recruitment needs.

## THE RESULTS

# Talent Partner™

Recruitment Process Outsourcing

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