

# Hyreo's Enterprise CRM

## Leading European Bank Streamlined Talent Engagement & Improved Hiring Outcomes

### At a glance

Our client, one of the top 5 EU banking corporations, had persistent recruitment challenges characterized by unpredictable processes and poor candidate engagement. Our CRM solution enabled them to attract top talent & streamline the recruitment process, fostering transparency, efficiency, and a rewarding candidate experience.

### Key metrics

Hyreo's enterprise recruiting CRM solution facilitated seamless talent engagement, expedited query resolution, and optimized HR operations, leading to elevated candidate satisfaction and offer conversion rates.

 **44%**  
Reduction in candidate query resolution time

 **82%**  
Joining propensity accuracy

### CHALLENGES

The renowned bank dealt with 15,000 applications monthly with prolonged waiting periods and a disheartening candidate experience. With severe recruiter bandwidth constraints and low visibility into hiring, they sought a solution to optimize their recruitment and engage top-tier talent with remarkable efficiency.

### SOLUTIONS

Hyreo enterprise recruiting CRM solution was integrated with the existing Oracle HCM solution. This enabled the customer recruiting team to engage with job applicants from day 1 and stay connected digitally with candidates till they were on-boarded.



**64% chatbot adoption for L1 issue resolution**



**44% reduction in candidate issue resolution time**



**16% increase in offer conversion**

### BENEFITS

1

#### Improved offer conversions

Keeping the potential candidates engaged positively with frequent, clear updates and prompt resolution of candidate queries led to a 16% improvement in offer conversions

2

#### Improved recruiter efficiency

The intelligent automation platform and an impressive 64% adoption rate of chatbot for L1 issues resolution led to a significant increase in recruiter efficiency

3

#### Reduced manual effort

The enterprise recruiting CRM solution also led to an FTE reduction equivalent to 2.5 FTE of HR ops efforts, enabling them to focus on strategic talent management initiatives

# hyreo

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