

### concentrix

### **How Concentrix Automated** 100,000 Annual Hires with **Al-Powered Efficiency**

Concentrix, the largest private employer in the Philippines, faced the difficulty of unprecedented high-volume recruitment demand, while ensuring the level of quality hires they're known for. With over 2.5 million leads processed each year, Concentrix needed a fully automated recruitment workflow to keep up with its massive growth.

## The Challenge

Before implementing Talkpush, Concentrix's recruitment process was heavily manual. Recruiters were tasked with downloading leads from various sources, consolidating them into spreadsheets before logging the candidates on Workday, and manually responding to candidate inquiries—an approach that led to long response times, low conversion rates, and a growing sourcing and recruitment team.

Additionally, the onboarding process involved manual collection and processing of a dozen pre-employment documents. While thorough, this approach was time-consuming and resource-intensive, with the potential for occasional challenges in managing critical paperwork.

### The Solution

Concentrix and Talkpush collaborated to automate and streamline the entire recruitment and onboarding process, leading to significant improvements across the board.



### **Centralized Lead Management:**

manage over 2.5 million leads annually. Everything, from digital to walk-ins and referrals was processed in one carefully designed candidate journey.

Talkpush integrated all sourcing channels to



based on predefined criteria and sorted immediately based on their results.

Candidates were automatically screened



### **Communications:**

Messenger, to instantly engage with candidates, reducing lag time. Every candidate receives a response in real time.

Bi-directional SMS, email, and Facebook



#### **Process:** Concentrix automated reminders and

collected employment documents through instant messaging platforms, which are validated in real time.





#### Integrations with SHL and Workday include complete bi-directional communication to keep systems up-to-date and compliant. Talkpush serves as the recruitment team's main platform for day-to-day

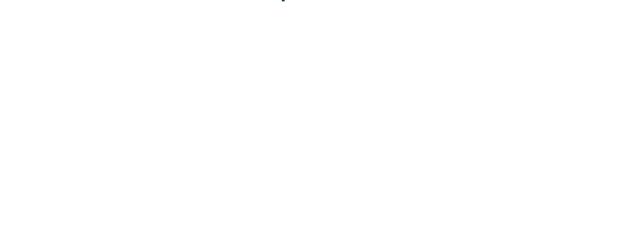
operations.

onboarding process way more efficient for our recruiters."

**Loralie Felin** Director for Talent

"Implementing Talkpush is a win-win for both new hires and our recruiters.

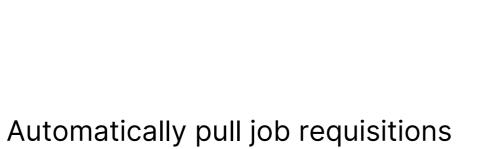
It provides a better onboarding experience for candidates and makes the



Acquisition at Concentrix.

## talkpush® + workday®

**Unlock Seamless Integration** 





**Synchronization** 

**Real-Time** 

Candidate

**Status Updates** 

**Automated** 

Candidate

Retrieval

**Job Requisition** 

**Syncing** 

No more delays! When candidates move through stages in Talkpush, their status is updated in Workday within 2

minutes

from Workday into Talkpush,

ensuring your campaigns are

with your hiring needs

always up-to-date and aligned



Push candidate documents, including important details like SSS or TIN numbers, from Talkpush to Workday with ease, streamlining compliance and

comprehensive and ready for

profiles are always

record-keeping

review

Talkpush retrieves candidates

every hour from Workday,

mapping them to specific

Talkpush campaigns

**Candidate** Creation

**Effortless** 

When a new candidate is added,

personal and contact information

are sent to Workday, creating a

new profile in just a few clicks

The Impact

### in Time to Hire

The hiring cycle has been

shortened by nearly a third, enabling

faster candidate placements.

6X

**Increase in Assessment** 

**Completion Rates** 

30% Reduction

# 52%

**Increase in Onboarding** 

**Team Productivity** 

#### Equivalent to adding 9 full-time recruiters, allowing for greater capacity without expanding headcount.

2.2 M

**Candidates** 

**Processed Annually** 

Requiring no human intervention, leading to a significant boost in overall completion rates.

High-volume hiring is more efficient and scalable than ever before.

"Before Talkpush, I was doing all of the manual tasks like harvesting the leads and responding to inquiries on our Concentrix page. We used to download applications one by one, then consolidate the leads, and finally format the excel using our internal tracker. It was really time-consuming. With Talkpush we can import leads in real-time and export datafrom the

volume of qualified leads than before."

CRM for custom analysis with just a click. I can now deliver a much larger **Rox Banaag Digital Sourcing** 



Talkpush can help your team.