



concentrix™

## How Concentrix Automated 100,000 Annual Hires with AI-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:

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



### AI-Driven Screening:

Candidates were automatically screened based on predefined criteria and sorted immediately based on their results.



### Automated Communications:

Bi-directional SMS, email, and Facebook Messenger, to instantly engage with candidates, reducing lag time. Every candidate receives a response in real time.



### Digitized Onboarding Process:

Concentrix automated reminders and collected employment documents through instant messaging platforms, which are validated in real time.



### Fully integrated HR Tech Ecosystem:

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.

**"Implementing Talkpush is a win-win for both new hires and our recruiters. It provides a better onboarding experience for candidates and makes the onboarding process way more efficient for our recruiters."**



**Loralie Felin**

Director for Talent Acquisition at Concentrix.

## Unlock Seamless Integration



### Job Requisition Syncing

Automatically pull job requisitions from Workday into Talkpush, ensuring your campaigns are always up-to-date and aligned with your hiring needs

### Assessment Score Synchronization

Candidate assessment scores are automatically updated in Workday, making sure their profiles are always comprehensive and ready for review

### Real-Time Candidate Status Updates

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

### Document Management Made Easy

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

### Automated Candidate Retrieval

Talkpush retrieves candidates every hour from Workday, mapping them to specific Talkpush campaigns

### Effortless Candidate Creation

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

**30%**

### Reduction in Time to Hire

The hiring cycle has been shortened by nearly a third, enabling faster candidate placements.

**52%**

### Increase in Onboarding Team Productivity

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

**6X**

### Increase in Assessment Completion Rates

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

**2.2 M**

### Candidates Processed Annually

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 data from the CRM for custom analysis with just a click. I can now deliver a much larger volume of qualified leads than before."**



**Rox Banaag**

Digital Sourcing Supervisor, Concentrix

**Ready to level up your recruitment?**

Let's jump on a call and explore how Talkpush can help your team.

