Recruitment **SMART**

Turning recruitment **risk** into **competitive advantage.**

How a leading multilateral development bank automated talent acquisition **across jurisdictions** - reducing mis-hires, compliance gaps, and administrative burden, without ever leaving the SAP SuccessFactors environment at the core of its operations.

80%

Faster initial candidate screening - from 5 days to under 1

~50%

Reduction in overall time-to-hire across the funnel

9,000+

Workforce supported across three regions and four languages



BANKING & DEVELOPMENT FINANCE · CASE STUDY

THE CLIENT

A Multilateral Development Bank

Banking / Development Finance · The Americas

Engagement **overview.**

A leading multilateral development bank - a regulated financial institution operating across North and Latine America - cannot treat recruitment as a back-office function. It processes large volumes of candidate data across borders, each subject to different data residency and privacy regimes, and the speed of securing specialised talent directly affects operational capacity.

Sector	Banking / Development Finance
Workforce	**9,000+ employees**
Core Platform	SAP SuccessFactors
Region	**North America · Latin America**
Solution	SniperAI intelligent screening with SAP-native integration

THE INSTITUTIONAL OBJECTIVE

Modernise and scale recruitment while **preserving compliance and data protection** across every jurisdiction in which the Bank operates - without disrupting the SAP SuccessFactors environment at the core of its operations, or widening its regulatory surface.

HEADLINE RESULTS

80%	70%	60%	4	100%
Faster initial screening	Faster time-to-shortlist	Lower recruiter admin load	languages supported	Auditable, compliant trail

THE CHALLENGE

The cost of the **status quo.**

Consider the arithmetic of delay. A shortlist that takes **seven to ten days** to assemble is one built over a window long enough for a sought-after candidate to accept a competing offer. Every day of manual processing is a day the Bank's preferred candidate may be lost to a faster competitor.

Before automation, recruitment across the Bank's specialised technical, policy and program mandates carried a measurable institutional cost - not an inconvenience, but a recurring drain on time, quality, and regulatory risk exposure. The constraints compounded across six dimensions.

01

Application volume & diversity

Substantial applicant pools across diverse roles and geographies strained manual evaluation - with the highest-value specialist roles often the slowest to fill.

02

Fragmented screening

Inconsistent, manually administered assessment delayed shortlisting and produced variable quality of hire - the most consequential cost, since one senior mis-hire far exceeds any recruiter's time.

03

Administrative drag

Recruiters spent a significant share of every week on duplicate data entry and reconciliation - rather than on the candidate relationships that actually secure talent.

04

Explainability gap

Any move toward automated assessment risked "black-box" concern - leaving the Bank exposed to uncertainty over how decisions were derived and harder to defend to audit.

05

Cross-border compliance exposure

Differing data-residency, privacy and auditability requirements meant each manual handoff between disconnected systems was an incremental point of risk.

06

Language & localization

Candidates are assessed and communicated with across Spanish, French, English and Portuguese, making consistency of messaging and evaluation difficult to maintain.

THE ENGAGEMENT

Trust before **technology.**

For a regulated financial institution, no efficiency gain is worth a compliance compromise. Recruitment Smart began where the Bank's confidence had to be earned - with security, data governance, and regulatory alignment - not with a product demonstration.

FIRST

Confidence

Security and compliance teams were engaged at the outset. Standards and jurisdictional obligations were understood in detail, and controls implemented to match precisely. Every required control was addressed and verified **before** integration work commenced.

SECOND

Capability

Only against that foundation did the engagement turn to its broader scope - a full assessment of the recruitment lifecycle, SAP SuccessFactors configuration, and multi-jurisdictional requirements, from which an automation roadmap was structured.

Controls aligned to the Bank's standards across every operating geography

- Encryption in transit & at rest
- Role-based access control
- Comprehensive audit logging
- Per-geography data residency
- Threat modelling & data-flow mapping
- Compliance gap analysis

It was this sequencing - **confidence first, capability second** - that secured institutional authorization to proceed.

THE SOLUTION

One architecture, **five connected layers.**

Rather than a collection of point tools, the solution consolidates the recruitment lifecycle into a single, auditable pipeline - each layer resolving a specific blockage upstream of the next, all within SAP SuccessFactors.

LAYER 1

Unified multi-channel sourcing

Applications from job portals, email campaigns, employee referrals and LinkedIn are consolidated automatically into a single auditable pipeline within SAP SuccessFactors, with data normalised to eliminate manual reconciliation.

LAYER 2

AI-enabled screening & assessment

SniperAI evaluates candidates against role-specific competency models, the Bank's framework, and historical hiring data - reducing initial screening from a multi-day exercise to minutes and redirecting recruiters to high-value interviewing.

LAYER 3

Data-driven shortlisting & ranking

Machine-learning models, informed by historical outcomes and recruiter feedback, generate objective, ranked shortlists by role and location, delivering interview-ready candidate packets with AI annotations and competency matches.

LAYER 4

SAP SuccessFactors integration

Real-time, secure synchronisation keeps candidate records, requisitions, schedules and decisions aligned - preserving the existing ATS configuration while removing duplicate entry through event-driven data flows, every transaction logged.

LAYER 5

Multilingual candidate experience

Communications, assessments and interface support span Spanish, Portuguese, English, French and additional regional languages - ensuring consistency of experience regardless of jurisdiction.

THE METHOD

A phased model that **mitigates risk at every stage.**

Deployment followed a deliberately gated methodology - confidence established before capability, and each phase validated before the next began.

1

Discovery & requirements

Cross-functional workshops with HR, IT, security and legal stakeholders to document existing configuration, data-flow requirements and jurisdictional compliance constraints.

2

Security & compliance alignment

Threat modelling, data-flow mapping and compliance gap analysis - supported by encryption, role-based access, audit logging and data-residency measures aligned to the Bank's standards across each geography.

3

Integration & automation build

Development of SniperAI connectors and event-driven APIs, together with the normalisation, screening and shortlisting pipelines.

4

Phased rollout & refinement

Controlled deployment across selected business units, capture of recruiter feedback and hiring outcomes, model refinement, and subsequent scaling across geographies.

5

Change management & ongoing governance

Recruiter and hiring-manager training, structured adoption initiatives, and an operating model providing for model monitoring, bias detection and periodic recalibration against outcomes.

THE OUTCOME

From a week to **a single day.**

The most immediate transformation was also the most consequential: an initial screening process that once consumed five days now concludes in under one. The same pattern held across the entire workflow.

Metric	Before	After	Improvement
Initial candidate screening	5 days	**Under 1 day**	**↓ 80%**
Time-to-shortlist	7–10 days	**1–2 days**	**↓ 70%**
Candidate data-entry effort	Manual updates	**Auto-synced**	**↓ 75%**
Hiring-manager review readiness	Manual compilation	**AI packets**	**↑ 65%**
Recruiter administrative workload	High manual processing	**Automated**	**↓ 60%**
ATS synchronisation	Manual dependencies	**Real - time**	**Near - live**

~50%
Reduction in overall time-to-hire

75%
Less candidate data-entry effort

65%
Faster manager review readiness

100%
Auditable trail, every jurisdiction

Collectively, these outcomes delivered a material decrease in administrative overhead, improved shortlist quality, and - critically for a regulated institution - full alignment with the Bank's security and compliance requirements across sensitive roles and jurisdictions, with a complete audit trail maintained throughout.

Reductions measured against the Bank's pre-automation baseline across initial screening, shortlisting, and recruiter administration.

WHY RECRUITMENT SMART

Built for the institutions **that can't get it wrong.**

Security & compliance-first delivery

Substantial experience with regulated financial institutions and stringent control environments - security teams engaged at the outset, and their standards satisfied and verified before any build begins.

SAP integration expertise

A demonstrated record of automating within SAP SuccessFactors environments without disruption to existing ATS configurations.

Scalable, multi-jurisdictional solutioning

Designed to accommodate multilingual requirements and the differing operational and regulatory conditions of each geography served.

Measurable outcomes

A disciplined focus on quantifiable reductions in manual effort and time-to-hire, supported by continuous model refinement and recruiter feedback.

Dedicated support & hyper-care

Stage-by-stage dedicated support with attentive hyper-care through build to go-live, plus rapid issue resolution and continuous refinement.

The transformed state is straightforward to observe: a financial institution that identifies its strongest candidates **within a day rather than a week**, secures specialised talent before competitors can intervene, and frees recruiters to do the human work that machines cannot - all while every record remains **protected and auditable** to the standard a regulated institution demands across every jurisdiction in which it operates.



Recruitment **SMART**

Your recruitment funnel likely carries the **same hidden risk.**

Speed, compliance, and quality of hire don't have to compete. We can show you where the leaks are - and how to close them inside your existing SAP environment.

Book a 30-minute walkthrough →

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