



## **Lumen Recruiting: Revolutionizing Permanent Talent Acquisition**

Lumen Recruiting

June 2025

Abstract

In today's competitive job market, businesses face significant challenges in securing permanent talent for evergreen roles like nurses, warehouse associates, and servers. Lumen Rerecruiting, offers a transformative Pay-On-Placement (POP) model, charging fees only after candidates remain employed past a 30-day guarantee period, with tiered pricing at 9% for 1-4 hires, 7% for 5-9 hires, and 5% for 10+ hires. Operating nationally, Lumen specializes in front-line to mid-management roles across healthcare, logistics, transportation, call centers, retail, and food service and hospitality, addressing challenges such as high costs, lengthy processes, and turnover. This white paper explores Lumen's value propositions and demonstrates their impact through six hypothetical case studies, based on realistic industry scenarios, highlighting why clients should choose Lumen as a strategic partner with their internal TA teams and over our competitors.

### **Introduction**

Hiring permanent employees for evergreen roles is critical but often involves high costs, lengthy processes, and risks of poor fits, potentially costing up to 30% of a candidate's salary. Lumen Recruiting addresses these challenges with its Pay-On-Placement model, charging only after a candidate remains employed past a guarantee period, typically 30 days, with fees at 9% for 1-4 hires, 7% for 5-9 hires, and 5% for 10+ hires. Specializing in front-line to mid-management roles, Lumen serves industries such as healthcare, logistics, transportation, call centers, retail, and food service and hospitality. This white paper details Lumen's approach, value propositions, and illustrates their effectiveness through six hypothetical case studies that address industry specific hiring challenges and demonstrate why Lumen is a superior choice over internal TA teams or competitors.

## Lumen's Approach

Lumen Recruiting's Pay-On-Placement model aligns agency success with client outcomes, focusing exclusively on permanent placements. The recruitment process includes:

1. **Source:** Using AI-driven tools and an extensive network to identify top talent quickly.
2. **Vet:** Conducting rigorous pre-screening, including license and certification verification, with clients handling interviews and background checks.
3. **Place:** Matching candidates to client-specific needs through technology and recruiter expertise.
4. **Support:** Guiding candidates through onboarding to ensure a seamless transition.
5. **Deliver:** Invoicing only after the guarantee period, confirming successful placement.

Lumen seamlessly integrates with your talent acquisition processes, providing real-time updates through your preferred channels, such as direct communication or, when feasible, your applicant tracking system (ATS). By expertly managing candidate sourcing, pre-screening, and scheduling, Lumen empowers your TA team to focus on interviews, final evaluations, and seamless onboarding, delivering a streamlined, cost-effective hiring experience tailored to your organization's unique needs.

## Value Propositions

Lumen offers compelling benefits tailored to address common recruitment challenges for ever green roles:

- **Zero-Risk Hiring:** No upfront costs; clients pay only for hires staying past the guarantee period, mitigating financial risks.
- **Flexible Pricing Options:** Choose between a flat rate of 7% or a tiered structure (9% for 1-4 hires, 7% for 5-9 hires, 5% for 10+ hires), saving up to 80% compared to traditional agencies charging 20-30%.
- **Speed:** AI-driven tools and expert recruiters reduce time-to-offer, often beating industry averages (e.g., 45 days vs. 86 for nurses).
- **Quality:** Rigorous pre-screening ensures candidates meet technical and cultural requirements, aiming to reduce turnover.
- **Flexible Engagement Models:** Offers recruitment, targeted sourcing for hard-to fill roles or locations, high-volume hiring, or specialized pre-screening, adapting to client needs.
- **Data-Driven Insights:** Candidate feedback and hiring metrics enhance recruitment strategies.
- **TA Team Extension:** Integrates with client processes, providing updates via direct channels or ATS when feasible, and managing pre-screening and scheduling.
- **Client-Centric Approach:** Takes the time to thoroughly understand your specific requirements and organizational culture, ensuring precise candidate matching.
- **Candidate Experience:** Positive interactions improve acceptance rates and retention.

## Why Choose Lumen Recruiting

At Lumen Recruiting, we position ourselves as a strategic partner and seamless extension of your talent acquisition team, dedicated to enhancing your hiring capabilities with tailored, efficient solutions. Unlike internal TA teams, which may face bandwidth constraints or lack specialized sourcing networks, or competitors with rigid models and high upfront fees, Lumen offers a unique combination of expertise, technology, and flexibility that delivers superior results for evergreen roles.

- **Strategic Partnership:** We take the time to deeply understand your organization's hiring needs, culture, and strategic goals, ensuring every candidate aligns perfectly with your requirements. By acting as an extension of your TA team, we provide a collaborative, transparent approach that integrates seamlessly with your processes, whether through direct communication or your applicant tracking system (ATS) when feasible.
- **Unmatched Efficiency:** Our AI-driven sourcing platform, with access to over a billion resumes, and expert recruiters enable us to deliver pre-vetted candidates faster than internal teams or competitors. For example, we can reduce nurse hiring times from 86 days to 45 days, addressing urgent staffing needs.
- **Cost-Effective Solutions:** Our Pay-On-Placement model eliminates upfront costs, with fees only after a candidate stays past the 30-day guarantee period. Our tiered pricing structure (9% for 1-4 hires, 7% for 5-9 hires, 5% for 10+ hires) or flat 7% rate saves up to 80% compared to competitors' 20-30% fees, making Lumen a financially savvy choice.
- **Tailored Engagement Models:** Whether you need recruitment, targeted sourcing for hard-to-fill roles like rural nurses or bilingual staff, or high-volume hiring for new facilities, Lumen adapts to your specific needs, offering flexibility that internal teams and competitors often lack.
- **Specialized Expertise:** Our deep industry knowledge and extensive candidate networks allow us to source niche talent, such as HAZMAT drivers or ICU nurses, more effectively than internal TA teams, which may struggle with specialized roles.
- **Risk Mitigation and Quality Assurance:** Our rigorous pre-screening ensures candidates meet technical and cultural requirements, aiming to reduce turnover. The POP model guarantees you only pay for successful hires, unlike competitors' upfront fee structures.
- **Freed-Up Resources:** By handling sourcing, pre-screening, and scheduling, Lumen allows your TA team to focus on strategic tasks like interviews, onboarding, and long-term workforce planning, maximizing your team's efficiency.

By choosing Lumen Recruiting, you gain a dedicated partner committed to your hiring success, delivering faster, more cost-effective, and higher-quality results than internal efforts or competitors, all while seamlessly integrating with your TA team to achieve your organization's goals.

# Industry Focus

Lumen serves industries with high demand for permanent front-line to mid-management roles, prioritized as follows:

- Healthcare
- Logistics
- Transportation
- Call Centers
- Retail
- Food Service and Hospitality
- Trades

## Addressing Industry Challenges

Lumen’s services address critical hiring challenges identified through industry research:

Industry Challenges and Lumen’s Solutions	
Industry	Challenges and Lumen’s Solutions
Healthcare	Nurse shortages, particularly in rural areas, and lengthy hiring processes (86 days average) due to high demand and rigorous vetting. Lumen reduces time-to-offer to 45 days, saving up to 80% with targeted sourcing.
Logistics	High-volume hiring and labor shortages, especially for new facilities. Lumen fills 100 roles in 25 days, saving \$289,600 with tiered pricing.
Transportation	Driver shortages and compliance needs, particularly for specialized endorsements. Lumen hires 15 drivers in 35 days, saving \$90,000 with specialized pre-screening.
Call Centers	High turnover (30%+) and need for skilled staff. Lumen hires 40 bilingual representatives in 25 days, saving \$160,000, aiming to reduce turnover.
Retail	High turnover and need for skilled sales staff. Lumen hires 60 associates in 40 days, saving \$157,050 for new stores.
Food Service	High turnover and rapid staffing needs for expansions. Lumen hires 100 staff in 50 days, saving \$250,000 with tiered pricing.



# Case Studies

The following hypothetical case studies, based on realistic industry scenarios, demonstrate how Lumen addresses unique hiring challenges and provides value beyond your internal TA teams or competitors:

## Case Study 1: Healthcare – Targeted Sourcing for Rural ICU Nurses

**Industry Overview:** Healthcare faces nurse shortages, particularly in rural areas, with hiring times averaging 86 days due to high demand and rigorous vetting requirements ([Healthcare Hiring Challenges](https://www.manatal.com/hr-guide/healthcare-hiring-challenges)).

**Client Profile:** A hospital network in the Midwest with urban and rural facilities.

**Challenge:** The hospital needed to hire 15 ICU nurses for a rural clinic within 60 days to meet community healthcare demands. The internal TA team lacked the bandwidth and specialized sourcing capabilities to attract qualified candidates to a remote location, and traditional agencies charged high fees with slow results.

**Solution:** Lumen implemented a targeted sourcing model, leveraging its AI-driven platform to identify ICU-certified nurses open to rural placements. Recruiters pre-screened for licenses, certifications, and experience, ensuring alignment with the hospital's needs. Lumen provided real-time updates via direct communication, as ATS integration was not preferred, and coordinated interview schedules. The hospital conducted interviews and background checks, choosing the tiered pricing structure to maximize savings.

**Outcomes:**

- **Speed:** Extended offers to 15 ICU nurses in 45 days from sourcing to client approval, 48% faster than the industry average of 86 days.
- **Quality:** All hires had valid licenses, ICU certifications, and at least two years of experience.
- **Cost Savings:** With tiered pricing (9% for 1-4 hires, 7% for 5-9, 5% for 10+), the average fee was 6.4% (\$4,467 for \$70,000 salary), saving \$9,533 per hire compared to 20% (\$14,000), totaling \$139,300.
- **TA Extension:** Freed the hospital's TA team to focus on urban hiring and onboarding, with Lumen's targeted sourcing addressing the rural staffing gap.

Healthcare Recruitment Metrics	
Metric	Result
Time-to-Offer	45 days
Offers Extended	15
Cost Savings	\$139,300



# Case Study 2: Logistics – High-Volume Hiring for a New Distribution Center

**Industry Overview:** Logistics faces labor shortages and high-volume hiring needs, with average hiring times of 25 days for warehouse roles ([Logistics Hiring Trends] (<https://www.manatal.com/hr-guide/logistics-hiring-trends>)).

**Client Profile:** A national e-commerce retailer opening a new distribution center in Nevada.

**Challenge:** The retailer needed to hire 100 permanent warehouse associates within 45 days to prepare for the holiday season. The internal TA team, based on the East Coast, lacked a local presence and struggled with the scale of hiring required, while competitors offered slower, costlier solutions.

**Solution:** Lumen implemented a recruitment approach optimized for high-volume hiring. Using AI-driven sourcing and virtual job fairs, Lumen targeted local candidates with warehouse experience. Recruiters pre-screened for physical capabilities and reliability, integrating with the retailer’s ATS for seamless updates. The retailer conducted group interviews and background checks, opting for the tiered pricing structure to maximize savings.

**Outcomes:**

- Speed: Extended offers to 100 associates in 25 days from sourcing to client approval, surpassing the industry average of 25 days for smaller volumes.
- Scalability: Efficiently managed large-scale hiring, ensuring the distribution center was fully staffed on time.
- Cost Savings: With tiered pricing (9% for 1-4 hires, 7% for 5-9, 5% for 10+), the average fee was 5.05% (\$2,020 for \$40,000 salary), saving \$5,980 per hire compared to 20% (\$8,000), totaling \$289,600.
- TA Extension: Enabled the retailer’s TA team to focus on strategic planning, with Lumen handling the bulk of the recruitment process.

Logistics Recruitment Metrics	
Metric	Result
Time-to-Offer	25 days
Offers Extended	100
Cost Savings	\$289,600



# Case Study 3: Transportation – Hiring Drivers with HAZMAT Endorsements

**Industry Overview:** Transportation faces driver shortages and stringent compliance requirements, with hiring times averaging 30 days ([Transportation Hiring Challenges] (<https://www.manatal.com/hr guide/transportation-hiring-challenges>)).

**Client Profile:** A hazardous materials transportation company operating across the Southeast.

**Challenge:** The company needed to hire 15 permanent truck drivers with HAZMAT endorsements within 45 days to expand operations. The internal TA team lacked the resources to source specialized drivers, and competitors provided slower, costlier solutions.

**Solution:** Lumen employed a specialized pre-screening model, using AI-driven tools to source drivers with HAZMAT endorsements. Recruiters pre-screened for endorsements and experience, providing updates via direct communication due to the client's preference against ATS integration. The client conducted interviews and background checks, choosing the tiered pricing structure.

**Outcomes:**

- **Speed:** Extended offers to 15 drivers in 35 days from sourcing to client approval, 17% faster than the industry average.
- **Quality:** All hires had valid HAZMAT endorsements and clean driving records, meeting compliance standards.
- **Cost Savings:** With tiered pricing (9% for 1-4 hires, 7% for 5-9, 5% for 10+), the average fee was 6.6% (\$4,000 for \$60,000 salary), saving \$6,000 per hire compared to 20% (\$12,000), totaling \$90,000.
- **TA Extension:** Lumen's specialized sourcing addressed the client's challenge of finding niche talent, freeing the TA team for other priorities.

Transportation Recruitment Metrics	
Metric	Result
Time-to-Offer	35 days
Offers Extended	15
Cost Savings	\$90,000





# Case Study 4: Call Centers – Hiring Bilingual Customer Service Representatives

**Industry Overview:** Call centers face high turnover (30%+) and demand for skilled staff, with hiring times averaging 25 days ([Call Center Hiring Trends] (<https://www.manatal.com/hr-guide/call-center-hiring-trends>)).

**Client Profile:** A customer support outsourcing firm serving multinational clients.

**Challenge:** The firm needed to hire 40 permanent bilingual (English/Spanish) customer service representatives within 30 days for a new international client contract. The internal TA team struggled to find bilingual candidates, and competitors lacked the speed and cost efficiency required.

**Solution:** Lumen implemented a targeted sourcing model, using AI-driven tools and language specific job boards to identify bilingual candidates. Recruiters pre-screened for language proficiency and customer service experience, providing updates via the client's ATS. Lumen also offered training recommendations based on analytics to enhance retention. The client conducted interviews and background checks, opting for tiered pricing.

**Outcomes:**

- Speed: Extended offers to 40 representatives in 25 days from sourcing to client approval.
- Quality: All hires were fluent in English and Spanish, with relevant experience, aiming to improve customer satisfaction and retention.
- Cost Savings: With tiered pricing (9% for 1-4 hires, 7% for 5-9, 5% for 10+), the average fee was 5.9% (\$2,053 for \$35,000 salary), saving \$4,947 per hire compared to 20% (\$7,000), totaling \$160,000.
- TA Extension: Lumen's focus on bilingual candidates reduced the TA team's sourcing burden, allowing focus on training.

Call Center Recruitment Metrics	
Metric	Result
Time-to-Offer	25 days
Offers Extended	40
Cost Savings	\$160,000





# Case Study 5: Retail – Hiring for Multi-Location Store Openings

**Industry Overview:** Retail faces high turnover and demand for skilled sales staff, with hiring times averaging 20 days ([Retail Hiring Trends](https://www.manatal.com/hr-guide/retail-hiring-trends)).

**Client Profile:** A national fashion retail chain opening three new stores in different cities.

**Challenge:** The chain needed to hire 60 permanent sales associates within 60 days, requiring candidates with fashion retail experience and brand knowledge. The internal TA team was stretched thin across multiple locations, and competitors offered slower, costlier solutions.

**Solution:** Lumen employed a multi-location recruitment model, sourcing candidates from the fashion industry using AI-driven tools. Recruiters pre-screened for experience and brand alignment, coordinating group interviews at each location via direct communication. The client conducted final selections and background checks, choosing the tiered pricing structure.

**Outcomes:**

- **Speed:** Extended offers to 60 associates in 40 days from sourcing to client approval, 33% faster than average.
- **Quality:** Candidates had an average of two years in fashion retail, enhancing customer experience.
- **Cost Savings:** With tiered pricing (9% for 1-4 hires, 7% for 5-9, 5% for 10+), the average fee was 5.8% (\$2,610 for \$45,000 salary), saving \$6,390 per hire compared to 20% (\$9,000), totaling \$157,050.
- **TA Extension:** Lumen’s multi-location coordination allowed the TA team to focus on strategic store opening tasks.

Retail Recruitment Metrics	
Metric	Result
Time-to-Offer	40 days
Offers Extended	60
Cost Savings	\$157,050



# Case Study 6: Food Service and Hospitality – Staffing for Restaurant Expansion

**Industry Overview:** Food service faces high turnover and rapid staffing needs, with hiring times averaging 20-30 days ([Food Service Hiring Trends](https://www.manatal.com/hr-guide/food-service-hiring-trends)).

**Client Profile:** A fast-casual restaurant chain expanding to five new locations in the Southwest.

**Challenge:** The chain needed to hire 100 permanent staff, including 10 managers, 30 chefs, and 60 servers, within 60 days to support expansion and maintain service quality. The internal TA team lacked the capacity to manage such a large-scale hiring effort.

**Solution:** Lumen implemented a recruitment approach with targeted sourcing for management and staff roles. AI-driven tools and on-site job fairs sourced candidates with hospitality experience. Recruiters pre-screened for leadership skills (managers), culinary certifications (chefs), and customer service skills (servers). Updates were provided via the client’s ATS, with the client handling interviews and background checks. The chain chose tiered pricing for cost savings.

**Outcomes:**

- **Speed:** Extended offers to 100 staff in 50 days from sourcing to client approval.
- **Quality:** Managers had an average of five years of experience, chefs held food safety certifications, and servers had customer service backgrounds, aiming to reduce turnover.
- **Cost Savings:** With tiered pricing (9% for 1-4 hires, 7% for 5-9, 5% for 10+), the average fee was 5.5% (\$1,650 for \$30,000 salary), saving \$4,350 per hire compared to 20% (\$6,000), totaling \$250,000.
- **TA Extension:** Lumen’s comprehensive recruitment freed the TA team to focus on training and operational setup.

Food Service Recruitment Metrics	
Metric	Result
Time-to-Offer	50 days
Offers Extended	100
Cost Savings	\$250,000



## Conclusion

Lumen Recruiting's Pay-On-Placement model offers a risk-free, cost-effective solution for hiring evergreen roles, addressing industry-specific challenges with tailored engagement models. These hypothetical case studies illustrate Lumen's ability to deliver fast, high-quality hires, surpassing internal TA teams and competitors through specialized expertise, advanced technology, and flexible pricing. By choosing Lumen, businesses gain a strategic partner that enhances their TA capabilities, ensuring efficient and successful permanent placements nationwide.

