



Leading University



Client Needs

Re-engineer current application and recruitment process to reduce turnaround time and increase productivity

Technology Solution

J2EE Component based custom software system.
Java, JSP, XML, EJB, STRUTS, Oracle Workflow, Oracle 10g AS, Oracle 9i DB.

Business Value

Reduced workload by eliminating incomplete applications. Increased reach to broader pool of applicants.

Client Profile

The first state university in the USA. With 26,000 students and 3,000 faculty, it has consistently ranked as one of the top universities in the USA.

Abstract

Use of a web application along with workflow technology helps one of the leading US Universities to re-engineer its Application Tracking and Recruitment System to reduce turnaround time and increase productivity.

Situation

A leading public university wanted to re-engineer its business processes for rapid review and processing of applications for its job openings. The existing process required each applicant to download and fill in the application offline and then mail it or e-mail it as an attachment for each position for which they are applying. E-mails were sent to one e-mail address. Each e-mail was opened and the application was printed and sent to an assigned HR associate to review it for minimum qualification. All qualified applications were put in a folder that was then sent physically to the hiring manager for review and possible interview. When the manager identified a successful candidate, the HR Associate manually captured the outcome of all referrals and then processed the selected candidate for hiring.

This process did not support easy access to application status to answer queries from applicant or hiring managers. Also physical delivery of paper documents from one person/department to other person/department slowed down the process.

Our Solution

An online Application Tracking and Recruitment System was developed to address these issues. The goals were to simplify the application process, allow applicants to store profiles on-line so they could submit applications again for other open positions and to improve processing time for the HR department.

With the new system, the applicant can apply for a position by selecting it from an online search and pressing the 'Apply Now' button. This eliminates the need to fill-in the application form repeatedly for different positions. When the applicant submits her/his application for a position the HR associate responsible for qualification screening receives it in his/her inbox through a workflow engine. After the application is reviewed for minimum qualification and is referred, the hiring manager receives it immediately

and can review it and schedule an interview. The hiring manager then updates the application with the outcome of the review/interview. When a specific candidate is selected an automatic e-mail notification is sent to applicants and the HR associate is then able to follow up to complete the hiring process. This application is tied into various legacy systems to eliminate the need to manually re-enter data in multiple systems.

Use of this solution is expected to reduce the cycle time of receiving an application to reviewing and referring it from 7 days down to 3 days with same number of HR associates. Overall hiring cycle time is expected to reduce by more than two weeks.

Ceremon provided project management, business analysis, development and implementation services. The application not only supports the online application and recruitment process, but it also allows the management to identify areas where further improvements can be made. Some of the key features of the Online Recruitment and Application Tracking System are:

Online Profile Management and Application: Applicant is able to manage his/her profile online and customize it before submitting it for any specific job from anywhere. All the information is captured securely and the latest contact information is automatically available to HR and hiring departments for all previously submitted applications, eliminating the need to track and contact the HR department to provide updates.

Workflow: The solution provides industrial strength workflow capability to track and model the flow of applicant information through the recruitment process. It supports raising flags and alarms if various crucial activities are not started or completed on time. The system provides easy configuration of the process needed to carry out the recruitment and reporting activity required by State Government.

On-demand and Periodic Reporting: The solution enables everyone within the HR department to extract necessary information to quantify workload and identify the status of each open position and applications. On-demand reports and periodic alert reports help identify process gaps and area of process improvements to reduce the average time required to process applications and cycle time from vacancy-posting to filling a position.

Summary

The Recruitment system provided huge productivity gains for HR Coordinators, Hiring Managers and New Hire Processing Staff. In addition, by capturing critical data early on, it improves the quality of data in the downstream systems and eliminates wasted effort in reviewing incomplete applications. Most importantly, it provides an edge to the agency in attracting more qualified candidates by being able to offer shorter turnaround times, lower costs and higher applicant satisfaction.

For more information on how Ceremon can help your business, please contact Ceremon at one of the following:

Web: www.ceremon.com
Phone: +1 816.741.6693
Fax: +1 816.891.2573

