

RPO Case Study

Total Talent Management

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Owens-Illinois

The challenge.

Owens-Illinois (O-I) was faced with several challenges that led them to begin seeking out a RPO partner. The main issue was a decentralized hiring process for North American headquarters and 24 field locations was very inconsistent and resulting in very average candidate quality and extended cycle times. O-I was also faced with inconsistent hiring data and metrics due to their lack of a reliable applicant tracking system (ATS). They were forced to reach out to third party agencies as their primary source for candidates. O-I's goal was to create a defined process, which could result in higher quality candidates, reduced cycle times, and an overall reduction in costs.

The Pontoon solution.

O-I decided the best option for them was to outsource their entire hiring process, from recruitment all the way to onboarding, to Pontoon. A hybrid delivery model was used, including staff both on and off site, and leveraging usage of shared services at the Pontoon Center of Excellence (CoE). In an effort to solicit input and gain credibility with all field stakeholders, the initial launch consisted of nine locations. It was eventually expanded to include all 24 locations, where a defined and consistent recruitment process is now in place. Installation of an applicant tracking system (ATS) has allowed for consistent reporting and metrics. A recruitment strategy has been developed for each market with a robust intake process designed to increase candidate quality and reduce cycle times.

The Results.

- Time-to-fill reduced from over 100 days to 62 days
- Interview-to-hire ratio goal of 3:1 was achieved within the first year and actually improved to 2.5:1
- Presentation-to-interview goal of 2:1 was achieved within the first year and actually improved to 1.3:1
- Third party agencies account for less than 10% of total hires

“We have been partnered with Pontoon to handle our recruitment operations for several years. Our business needs are very unique and year after year Pontoon continues to deliver high quality talent, provide measurable process improvements, and innovative recruiting technology.”

—Adam Schlatter,
Manager, NA Talent
Acquisition, Owens-Illinois

About Pontoon

Pontoon, with corporate headquarters in Jacksonville, Florida, United States, is the global leader in workforce solutions. Pontoon specializes in Contingent Workforce Solutions, Recruitment Process Outsourcing and Workforce Consulting. Operating with over 800 colleagues worldwide, Pontoon currently delivers talent management solutions in 74 countries for its 100-plus clients, a global client base that is broader and deeper than the industry has experienced to date. Pontoon is one of the largest worldwide MSPs, and has been selected to the HRO Today Baker's Dozen list for nine consecutive years.

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