

RPO Case Study

Turning the ordinary into the **extraordinary**.

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100 positions. 87 locations. 3 months.

Successful completion of a point-of-service project within the intelligence community.

The client.

Pontoon Recruitment Process Outsourcing (RPO) supported the hiring needs of one of the United States' largest background investigative service contractors, employing cleared and credentialed investigators and analytical professionals offering intelligence, investigative, pre-employment and business risk mitigation services.

The challenge.

To find the most qualified candidates for U.S. Background Investigator positions to support a key government client, the Office of Personnel Management (OPM). Such skilled investigators would be responsible for reviewing applicant data, investigating all areas of applicants' backgrounds, and submitting full investigative/clearance packages to the government for final determination and approval of candidates to support classified programs.

Investigators needed to be willing to go the distance by traveling within 100 miles of their home, and also needed to hold a requisite clearance.

With 3 months (12 weeks) to fill 100 immediate spots, Pontoon RPO had complete ownership of the recruitment process, utilizing our own resources to source and recruit candidates in 87 distinct locations across the U.S. Our SWAT team consisted of a project manager, recruiting officers at Pontoon RPO's offices and on-site recruiters to facilitate interview arrangements, offers, etc.

Obstacles to overcome.

In this case, finding experienced/cleared candidates in less-populated cities in states such as Kansas, Kentucky and Idaho presented its share of challenges.

Identifying current investigators with the appropriate clearance who were willing to leave a secure position for a similar job (at a similar pay scale) called for some tactical maneuvers.

Add to that, it was the first time Pontoon RPO had worked with this client, and the project was quite large and complex in nature, requiring tactical planning and close communication every step of the way.

The Pontoon solution.

Pontoon RPO's "secret weapon" actually involved a number of factors:

- The preparation of a mutually agreed upon detailed project plan right from the start, which included clearly outlined roles and responsibilities, timelines and service-level agreements.
- The highest level of customer service and responsiveness to the client's needs (as evidenced by daily meetings with recruiting team to review progress and discuss solutions to challenges/issues, weekly meetings with business leaders to review overall goals, and detailed reports for all involved).
- Our ability to ramp up (a 10-member team) very quickly to support the effort, not to mention our extraordinary sourcing abilities, which include strong networking ties within the intelligence community.

The results.

Length of project: 3-Month Effort
Submitted 306 qualified/screened candidates
130 Interviews
109 Offers

In the end, our client was extremely satisfied with Pontoon RPO's achievement and level of support. In fact, we accomplished their aggressive hiring goal of 100 investigators in 87 locations within a 12-week period.

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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