

Case Study

Reducing Agency Spend and Optimizing Hiring Procedures

ARC Document Solutions

Business Challenge

When seasoned tech recruiter Ed Sayson joined ARC Document Solutions the company was facing high recruiting costs and sluggish recruiting performance caused by outdated systems. His challenge was to find a software solution that would streamline and optimize their recruiting process and give his in-house recruiting team greater subject expertise.

Transformation

After implementing a new ATS super-charged with Censia Talent Intelligence, ARC Document Solutions was able to reduce their agency spend, and empowered their recruiters with in-depth insight, instant subject matter expertise, and the ability to quickly create ranked lists of candidates and spend more time evaluating candidates. Additionally, ARC was able to continue their recruiting efforts despite talent team layoffs during the global pandemic.

\$682k

Annual Agency Savings

80

Hours per week saved on Resumé Review

40

Hours per week saved on Passive Sourcing

Visit www.censia.com to learn more about improving your recruiting process and talent ROI.

“

Censia delivers on all fronts. The Talent Intelligence Platform greatly improved our recruiting ROI, and the team was fast, efficient and friendly. We had a great implementation experience.

— Ed Sayson, Head of Talent Acquisition at ARC

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Customer Story

When Ed Sayson, a veteran tech recruiter with more than two decades of experience joined ARC Document solutions, his first order of business was to modernize the company's recruiting technology in order to scale efficiencies and drive down costs.

ARC Document Solutions explored a number of options before committing to Censia. They chose Censia because of its intelligence, seamless integration, and the responsiveness of its team. "Censia was easy to reach, great to work with, and offered a clear value proposition for my team." comments Ed Sayson, Head of Talent Acquisition at ARC Document Solutions.

The implementation was seamless and took less than a month. Sayson noted that he appreciated the thorough customer onboarding and regular check-ins from his customer success managers. He was also impressed that Censia's product team was open to meeting with him to refine the user interface, and that Censia is constantly listening to feedback and improving its product.

Prior to implementing Censia, ARC's biggest pain points were the inability to quickly and effectively identify the right skills sets and competencies, choosing the best place to post jobs, and finding time to do headhunting in addition to reviewing their high-volume inbound applications.

After implementing Jobvite and Censia, Sayson saw immediate improvements in efficiencies, and his company was able to eliminate most agency spend, saving them \$682,000 within the first year. His team of recruiters loved that they could create instant shortlists of ranked candidates and shift their efforts from laborious resumé review to spending that time connecting with and evaluating potential candidates.

2020 was a challenging year for many companies, including ARC Document Solutions. Their hiring volume dropped from 400+ roles to double digits. "It was difficult having to reduce our staff, but with Censia I was able to take over all recruiting tasks for the time being."



About ARC Document Solutions

ARC Document Solutions, Inc. is a publicly traded company that provides specialized document solutions. ARC has been providing print and document management services to customers for over 100 years, and currently has 190 locations around the globe.

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