

Revisiting the Fundamentals:
RPO for the
New Normal



Introduction



The world of work has transformed. Economic disruption in 2020 led to budget cuts, changes in business strategies, workforce reductions, and shifts in the types of workers and skills companies needed to succeed. Internal talent acquisition functions were often reduced or eliminated. Recruitment process outsourcing (RPO) companies felt the sting of falling demand for talent and rising unemployment.

But once again, times are changing.

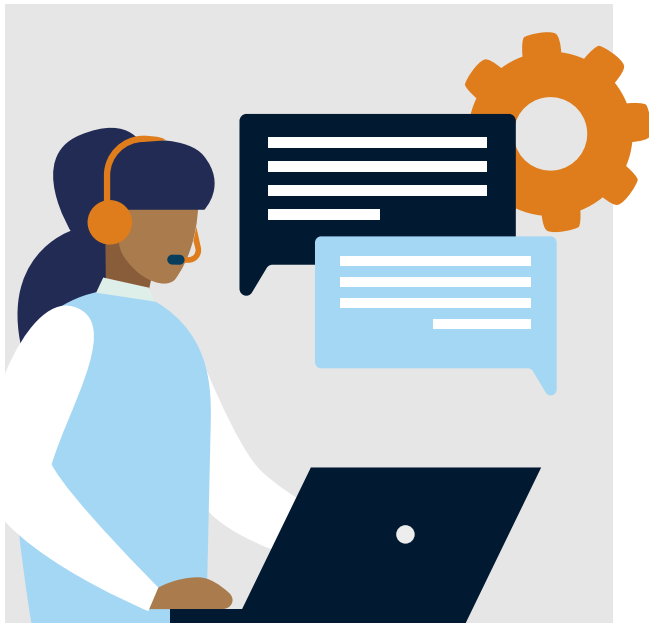
Companies are looking ahead. Work still needs to be done. Workforce strategy leaders recognize new opportunities to grow, innovate, and compete in demanding markets. They need people with the right skills to move the business forward. And despite the unemployment headlines, many skills are still in high demand.

New Challenges Demand Fresh Solutions

If your organization faces new and urgent questions about how it will secure talent in the future, you're not alone. How do you position your company to forge ahead? Do you build or augment your in-house function? What can you do to better access the talent supply, navigate the channels of talent engagement, build relationships, and stay flexible in a world of continued uncertainty?

In many cases, organizations are finding that the answers are leading them to consider the opportunity of a transformed RPO. For access to talent, best-in-class expertise and resources, cost-effective results, and the ability to scale with business demands, RPO offers an effective path forward in an uncertain business climate.

In this report, we provide a fresh look at what RPO means to businesses today. What is RPO? What can RPO do for your talent acquisition strategy? What impact does it bring to the business? Explore the answers, and we think you'll agree that RPO offers a compelling approach to give your organization a talent advantage in a new world of work.



What Does RPO Mean Today?

The traditional definition is still relevant: RPO is a form of business process outsourcing (BPO) where an employer outsources or transfers all or part of its recruitment activities to an external service provider. But there is more to it now.

Despite its name, RPO has evolved into an offering that is more than just recruitment process outsourcing. Just-in-time hiring is still a big part of what RPO has to offer, and RPO companies do more hiring than just about anyone – with a level of efficiency and flexibility that cannot be matched by in-house teams or technology solutions alone.

RPO offers the most efficient and cost-effective approach to bring together the most advanced technology and the best people in the field. The combination of resources, expertise, and talent is what makes RPO more than just an immediate recruitment solution. It is the engine that drives agility so essential for survival and growth in today's rapidly evolving business climate.





What Can RPO Help You Do?

As a dedicated strategic partner for optimizing your talent function, an RPO provider delivers business advantages in many dimensions. Consider what an RPO partnership can do for your organization.



Build a Scalable, Sustainable Recruitment Function

It's no secret – RPO programs are successful because they drive cost efficiencies and leverage economy of scale within the recruitment process. The entire industry would not exist if it were not, as a baseline, more effective than the average internal recruiting function at building and executing successful recruiting strategies.

That demand to be better than the status quo means every RPO provider has to figure out the right processes and procedures, select the right tools and technology, and build the best talent attraction strategy for every client. And when that strategy has to change, an RPO program can quickly expand or scale back to fit the evolving need.

Add Value and ROI

Talent leaders and recruiting practitioners have to demonstrate that they are getting real ROI out of their investment in what is often seen as part of a consolidated cost center. The key to succeeding in recruiting is all about adding value to the business and having the data to prove it. That's why an RPO provider offers a wide range of consulting services and capabilities, from helping to build the right reporting and analytics capabilities to choosing the right technology partners and building a world-class talent tech stack. It is more than just the RPO provider's job to make the client's life a little easier. When the client wins, the provider wins, too.

Make Sure Your Tech Stack Stacks Up

RPO providers work with enterprise employers across industries, geographies, and functional areas. To adapt to so many varied conditions, they must maintain the technology to compete in an increasingly algorithmic, automated, and AI-enabled world of work. As a result, a client should expect their RPO provider to have the experience and expertise to apply the right set of solutions for their unique talent challenges.

No matter how advanced the company's talent tech might be today, that organization can emerge on the cutting-edge of the talent challenges of tomorrow. Talent decision-makers do not have to attend multiple demos, negotiate contracts, or manage different vendors, pricing structures, contracts, and terms. The RPO partner takes care of the tools. The client takes care of the business and the talent.

Tame the Sourcing, Screening, and Selection Process

The average enterprise job posting, even in the hottest talent markets, still receives around 200 applicants per post. If you are like most global companies, making hundreds or even thousands of hires a year, that is a lot of resumes to read, candidates to screen, and slates to shortlist. The median requisition load for internal recruiters, [according to SHRM research](#), is around 20 at any one time. With 200 applicants for each of 20 posts, that means a recruiter may be worrying about 4,000 active applicants at once. RPO providers have the capabilities to handle this kind of volume, which means you can focus on building meaningful relationships with top talent instead of reviewing resumes and sitting on phone screens.

Offer Development and Onboarding

Because RPO providers hire more candidates than just about anyone and process more new hires every year than any individual company out there, they can bring real-time salary insights and labor market data to every open position. This data-driven capability goes beyond simply setting compensation and includes providing proprietary market insights, offer development, candidate negotiation, offer acceptance, and even onboarding.

Organizations can have the peace of mind that they are securing the best talent available at the best price possible and that every hire is ready to work on their start date. When internal talent teams do not have to spend all day managing compensation negotiations with comp, pre-hire paperwork, or the onboarding of new hires, internal talent teams can get a lot done.



What **Impact** Does RPO Deliver to the Business?

Of course, RPO is not the only choice available for supporting a talent acquisition strategy. Organizations can always use a contract recruiter or agency to help with tough searches. But an RPO solution does more than search; it drives better business outcomes, including the following.

Improved Quality of Hire

Quality of hire is not easy to track through any single measurement, but many indicators point to quality. Consider measures such as time to productivity, length of retention, goal achievement, or other performance metrics. But no matter how you define “quality of hire,” a successful RPO solution is uniquely positioned to deliver qualified candidates who more closely match the requisite experience or expertise of any open position – and, of course, more qualified candidates inevitably lead to better quality hires.

The reason for quality comes from the sheer access to talent RPO solutions can provide. In fact, talent access is one advantage RPO offers that is almost impossible to replicate internally, drawing from a proprietary talent pool of highly qualified, highly engaged candidates. In the case of a global provider like Allegis Global Solutions, it is a talent pool that represents tens of millions of highly skilled candidates that only its recruiters – and clients – can access.

RPO solutions teams can draw from their deep, dedicated database of pipelined candidates who are ready to present as soon as the position opens. A world-class RPO provider can also help identify and address any talent or skills gaps your hiring function might have through targeted advertising, direct sourcing, dynamic profiling and AI-driven (natural language processing-enabled) matching technologies.

Flexibility to Make Hiring Proactive

RPO providers, unlike internal talent teams, can adjust dedicated time and headcount, shift strategies, and apply different tactics and tools in real-time, all the time, for all kinds of hiring situations. Hiring demand is cyclical, and every business has constantly evolving recruiting priorities, talent challenges, and business needs.

By working with an RPO provider, organizations do not have to worry about ensuring they have the right resources or internal expertise to meet all levels of hiring demand. RPO programs can adjust to hiring needs while constantly ensuring alignment with the bigger business picture – and bottom-line results.

Because the RPO model is designed for maximum scalability, the RPO provider’s hiring plans and recruitment processes are optimized for the regular peaks and valleys that inevitably accompany hiring. They have programs and plans in place to ensure that once you open a request, you can fill it as efficiently and effectively as possible without worrying about budget, headcount, or agency submissions.

Compliance Without the Worries

Compliance can be painful. Regulations are complex. They can seem vague, and they do change. RPO providers know their way around changing regulations. A quality RPO provider knows requirements regarding documentation, recruitment data, record-keeping, and privacy. They know rules around employment law, including screening and hiring practices. With auditable, transparent processes and methodologies, RPOs can minimize risk and the amount of time talent leaders have to spend worrying about compliance.

Cost Savings and Positive Outcomes

RPO providers not only have to be transparent at delivering value, but they also have to demonstrate cost-savings, deliver improved recruiting outcomes, and show how they are augmenting and enhancing the ongoing efforts of existing talent organizations.

In other words, every RPO provider must prove their recruiting ROI consistently exceeds every other hiring solution on the market, as well as client expectations – no matter how high those expectations might be. That improvement can result in shorter hiring cycles, longer employee tenure, lower turnover, or higher candidate and hiring manager satisfaction. At the same time, companies are looking to remove fixed costs wherever possible. RPO can offer a pay-per-use solution and mitigate unnecessary, repeated talent acquisition costs. Whatever the measure for success and savings, the business should establish expectations with the provider that look beyond filling seats and reach more toward strategic outcomes.



A Path to the Future



If you are reading this, you are likely considering partnering with an RPO provider or at least looking for ways to improve the capabilities and impact of your current recruitment function. The case for putting RPO into the conversation is compelling. Drive better results. Improve outcomes. Replace fixed costs with flexible models. Stay agile. Achieve ROI and capture the data to prove it.

These are all great reasons to embrace RPO today, especially in an age of uncertainty. With belts tightening and every organization being asked to do more with less, a great RPO provider can help you figure out what you need to stay aligned with the business – and ahead of the competition – when it comes to attracting and retaining top talent. It is a solution that has evolved with the times and can help you connect your workforce strategy to a successful future.





Allegis Global Solutions (AGS), an Allegis Group company, is a leader in global talent solutions. We have reimagined the human work experience. Through decades of industry experience, and with services across 60+ countries, we understand what it takes to consult, design and build successful workforce management solutions regardless of the workforce category.

Whether our customers require an MSP, RPO, Services Procurement (SOW), Freelance solutions or a combination of services either regionally or globally, AGS has the experience, state-of-the-art technology and sustained investments in innovation to ensure your workforce solutions will make your company better.

We live to match exceptional organizations with outstanding people.

Learn more:

AllegisGlobalSolutions.com
info@AllegisGlobalSolutions.com
833.617.0078