

# Pinstripe Streamlines Recruitment for Global Financial Services Leader

## in brief

### CHALLENGE

Improve hiring efficiency in 20 call centers

### SOLUTION

Pinstripe streamlined the phone screening process, integrated with client's HR team

### RESULTS

- Reduced recruitment costs
- Increased volume of qualified candidates
- Reduced interview time

"Pinstripe isn't just a vendor to us. They're a member of our close-knit team."

SENIOR STAFFING LEADERSHIP AT A GLOBAL FINANCIAL SERVICES LEADER

### CLIENT CHALLENGE

At one global financial services firm, a new business initiative called for significant revision of the hiring process at 20 call centers across the U.S. Targeted for improvement: phone screening for thousands of call center representatives. Based on the outcome of a recent partnership with Pinstripe to quickly hire hundreds of IT professionals to staff a new location, Pinstripe was again the clear choice.

### CREATING THE SOLUTION

Pinstripe identified opportunities to improve the process and candidate experience, and focused the definition of a qualified candidate. Pinstripe then streamlined the phone screening process to hone in on qualified candidates more effectively.

The client manages the upfront recruitment marketing, which invites candidates to self-schedule a phone interview. Blending seamlessly with the client's HR team, Pinstripe's dedicated recruiters complete the phone screens with candidates six days a week. Under-qualified and uninterested candidates are now identified early on in the process, enabling hiring managers to focus their time on qualified candidates.

### Additional key aspects:

- Pinstripe supports the client's brand by providing a high-quality experience to every candidate
- State-of-the-art technology and in-depth reporting provide complete transparency into Pinstripe's activities
- Pinstripe implemented a variable cost structure to handle fluctuations in hiring volume, ensuring the client only pays for phone screens conducted

### DELIVERING RESULTS

Pinstripe has brought significant efficiencies to the client's recruitment process, resulting in:

- Reduced recruitment costs
- Increased volume of qualified candidates
- Reduced interview time

In addition, Pinstripe now hires and trains the client's internal recruiters to conduct phone screens, enabling the leadership team to focus on other strategic hiring initiatives.



Is your recruitment process a competitive advantage for your organization? Contact Pinstripe today at 877-797-3379 or [www.pinstripetalent.com](http://www.pinstripetalent.com).