

## Case Study

# PeopleClues helps call center achieve 100% retention rate and 100% hiring rate

### Statistics prior to using the Psychometric Assessments:

- 40% retention rate (60% turnover rate with other vendor's placements)
- 33% "hire" ratio of applicants for these positions (66% of applicants being presented by other vendors were not being hired)

### The Challenge:

- In order to compete successfully with 5 other approved vendor sources for applicants, we needed to show a competitive advantage over them. We also needed to show how we could increase qualified placements for the Call Center position.
- To demonstrate an increase in retention rates with the applicants being placed.

### The Solution:

#### Statistics after implementing the Psychometric Assessment System to measure behavioral traits and cognitive abilities:

- 100% retention of applicants placed by this staffing company
- 100% "hire" ratio of applicants presented for the position by this staffing company

### The Results:

"The assessment system was very effective in getting a thorough look at the candidates learning and personality styles. Our client was very impressed with our in-depth profiles of the candidates and felt very good about hiring our applicants. Additionally, we have had a 100% retention rate with our recommendations while the client informed us that the other vendors had a 60% turnover rate. We just completed recruiting for a class and again increased the number of candidates we placed. Our client hired 100% of our submissions because of the comprehensive information we were able to provide from the assessments while she had a 33% hire ratio from the other vendors. In this situation where we are one of several approved vendors these assessment tools have really helped us differentiate our company and our candidates from our competition."