



RECRUITMENT PROCESS OUTSOURCING (RPO) CASE STUDY



2023

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Background

Prior to the RPO (Recruitment Process Outsourcing) engagement, Precision Sourcing and Lumiant had a year-long relationship in which they had successfully worked to a traditional, contingent Recruitment model. Lumiant is one of Australia's fastest growing Fintech companies, the business was established in 2020 and has over 30 employees. Lumiant have developed a financial advice and client engagement platform which is unique to the market. Due to their ongoing growth, and successful round of funding, Lumiant needed to hire a large software development team (9-10 people). The focus for this round of hiring were quality of candidates, cost & speed.



Fiona Glover
Senior JavaScript Recruiter
| Precision Sourcing



Engagement Model

- Why RPO?

Precision Sourcing and Lumiant partnered via an RPO model. This type of engagement is especially successful in specific situations. Examples of when an RPO may be used include:

- The hiring company does not have an in-house Recruitment team and requires support with their Recruitment and processes (can be long-term ongoing support).
- It can be cost effective for the hiring company to have a Recruitment company on a retainer.
- The hiring company does have an in-house Recruitment team but needs help to hire a large volume of people, and they do not have the internal capacity.
- The hiring company needs to target very specific, niche skills and needs the support of a specialist.

An RPO model in this case means that the Recruitment company 'loans' Recruiters to the company for a set amount of time to fulfill a specific need. In the case of this project Precision Sourcing's employee Fiona Glover, a specialised software development Recruiter, worked specifically with Lumiant for 3.5 months. In this time Fiona effectively acted as an employee of Lumiant, but with the added benefit of still having access to all of Precision Sourcing databases, systems, recruitment teams and processes.

Benefits of RPO

Whilst the benefits to a company can vary across projects, the key benefits when engaging with an RPO model include:



Reduction of Cost

Of hiring due to lower fees. This is usually based on the fact that there is a guarantee of revenue for the recruitment company, who can therefore be flexible.



Easier Forecasting

Of Recruitment budget for the entirety of the project, due to the fixed costs.



Full Commitment

Of the Recruiter or team of Recruiters, safe in knowledge they will only be working on this specific project with a singular focus.



Guarantee of Placement of Candidates

In a contingent model a Recruiter may stop working on a vacancy if there are issues or unforeseen change. In this case the Recruiter stays focused on the project.



Higher Visibility to the Market

Of the project due to co-branding of advertising. This increases candidate engagement, especially when partnered with a socially networked Recruiter.

Challenges

Lumiant were about to embark on their biggest Recruitment drive yet and therefore needed significant support. They were going to be recruiting in a competitive market, were looking for niche skills, and had high standards, so as to maintain the quality of their team.

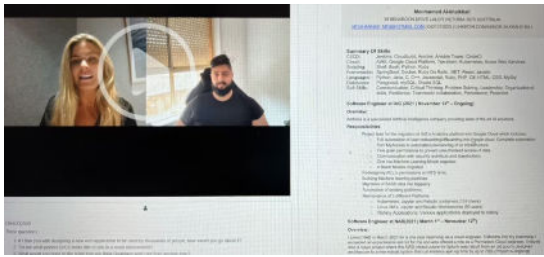
Lumiant could have chosen a traditional contingent method, perhaps with two Recruitment companies working in tandem however the three key deciding factors for an RPO model were:

- The need for certainty in hiring a minimum of at least a team of 8-10 by the end of the hiring cycle (3-4 months).
- Total cost of the project. Being start-up, cost and forecasting were integral to decision making.
- The niche skill sets in software engineering (Flutter) are challenging to source in Australia and therefore needed full commitment and a thorough approach from whoever worked these positions.

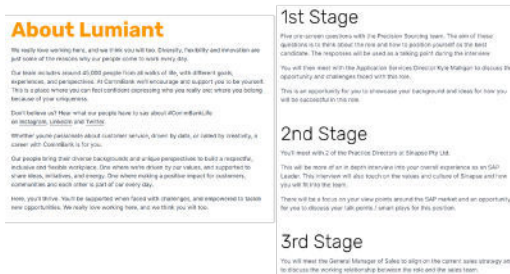
Competing for tech talent has become harder and more challenging. Special attention had to be taken to create a compelling story as to why the Lumiant journey is one worth joining.

Lumiant is an exciting proposition but comes with the normal challenges a fast-paced start up can face when recruiting. These challenges are that the brand name is not yet well established and there is a need for people who can work in an unstructured, dynamic environment.

Precision Sourcing



Video interview example



Candidate pitch pack example

With a specialised team, Precision Sourcing was perfectly positioned to aid Lumiant in fulfilling their need. Being specialists means that Precision Sourcing have a superior understanding of the nuances in the market.

Established in 2005 Precision Sourcing has steadily grown while still maintaining its boutique, niche focused business ethic. Precision engaged in several innovative recruitment techniques, during the Lumiant project, to ensure success.

These included:

- Candidate pitch packs, with extensive information on the company and position, above and beyond a job description.
- Video interviewing. Using a standardised set of questions, from the hiring manager, the Precision team were able to conduct the first stage of interviewing via video and provide this back to managers, alongside a candidates CV. This helped to speed up the process, and free up the time of interviewers, ensuring they only had to conduct one further stage of interviewing rather than 2.
- Fiona became an extension of the Lumiant team. Working in the Lumiant office, having a Lumiant email and basically becoming part of the team. This helped streamline processes and candidates recieved a better overall experience.

Positions Filled

Role	Number of Roles Filled
Lead Flutter Developer	1
Flutter Developer	3
Lead Front End Developer	1
Mid-Senior Front End Developer	2
Mid-Senior Python Developer	2

Lumiant Testimonials

Allirah Rehac

Head of Operations, Lumiant

“ As a small technology company looking to hire 11 developers we knew we faced challenges at the top of the funnel for recruitment in a very challenging market, and further challenges downstream as we have a complex and innovative solution. We engaged with Precision to have customised recruitment solution with a fixed fee. This resulted in successfully recruiting 9 candidates saving ~\$30k in recruitment costs, though had a potential for a saving of ~\$56k if all roles were filled. The fixed fee of the project cost provided us with better certainty on expenses and enabled us to have more confidence in negotiating salaries with potential candidates.

Working with Precision allowed us to tailor a collaborative recruitment process that met our specific need - consolidating our recruitment process to shorten the time to hire, with service level agreements (SLAs) and Kanban-style project management for efficiency.

A key benefit of the solution was also having a recruiter, Fiona, embedded in our business one day a week sitting with the teams we were hiring for, enabling her to gain a deep understanding of the culture fit and team dynamics and supporting our onboarding process. This arrangement facilitated faster decision-making as hiring managers and reduced the impact of the recruitment drive on BAU work, whilst also creating a seamless end to end experience for the new hires with Fiona adopting the Lumiant culture into the process. We were able to huddle on candidates and CVs, provide prompt feedback and have offers and negotiations with potential hires. In a challenging hiring market this hands-on and speedy approach gave us a competitive edge. Further benefit of having Fiona co-located in our office was that she gained technical insight into our product, this allowed her to refine and focus her targeting efforts as time progressed, leading to more effective candidate selection. This also allowed us to iterate our recruitment strategy quickly and pivot as the teams (and skill sets) were shaped.

Gary

Candidate, Lumiant

“ Amazing communication, always stick to the point, very kind and easy going.

Hamish

Candidate, Lumiant

“ Fiona was super helpful and kept me up to date on the progress of the hire as much as she possibly could. This included daily updates towards the end of the process. She even followed up afterwards which was unexpected! ”

Mikolaj

Candidate, Lumiant

“ Fiona is amazing vibrant recruiter that made complicated process quite nice and simple for me. ”

Youssef

Candidate, Lumiant

“ Fiona has been an exceptional recruiter. Extremely helpful keeping me updated throughout the process. She provided amazing guidance and background knowledge of what to expect and what to ask throughout my interview process. Really appreciate her work. ”

Listen to Allirah, Head of Operations at Lumiant discuss the benefits of RPO [here](#).

