

American Incite, Inc.

strategic talent acquisition & team alignment



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Recruitment Process Outsourcing (RPO)

American Incite™ creates competitive advantage and drives successful client business outcomes through **Strategic Human Capital Management and Talent Alignment**.

The large fixed costs of an often inefficient traditional in-house recruiting function (infrastructure, staff, software, onboarding, training, managing staffing agency relationships, etc.) has driven many executives to explore *Business Process Outsourcing* (BPO) alternatives. The escalating trend of the recruiting function moving center stage from an *administrative cost function* to *strategic partner* has propelled rapid growth in the highly consultative *Recruitment Process Outsourcing* (RPO) service model.

Navigating the landscape of service providers can be tricky. Successfully navigating these waters requires executive understanding of the enterprises recruiting *pressure and touch points* and recognizing there's no single best option. That said, developing an *optimization strategy* for both *internal and external recruiting functions* include: 1) selecting solution providers that best align with the culture, management style, and goals of the enterprise, and 2) fully integrating collaborative processes, technology, and resources. Filling this need, a *recruitment process outsourcer* can provide *high-quality, comprehensive, scalable, flexible, and cost effective support* for both external recruiting and internal staffing functions.

The heart of any RPO initiative will include a *strategic understanding* of your motivators and proven *full-lifecycle recruiting* experience. An RPO can provide critical guidance on alternatives for finding and selecting the right talent, and managing the talent acquisition function.

Successful outsourcing relationships develop by exploring and establishing clear guidelines and understanding of the respective recruiting capacity and capability of the RPO provider in terms of client requirements.

Some considerations are:

1. Internal human capital and talent management capacity.
2. Projected increases in talent acquisition activity.
3. Budget/expense of new resources to facilitate communication processing (CMS/CRM/ATS).
4. Implementing accountability measures that insure consistent talent management practices.
5. Recognizing that talent alignment, hiring new people, and having the right people doing the right jobs (direct hire or volunteer) is core to the organizations success, while the process of recruiting these top performers is non-core.

An RPO offers the domain expertise of recruiting best practices. While cost is often a driver; RPO is not a commodity, but rather a highly consultative *value added* function offering *structure, focus, and technology* at a competitive cost. Factors to consider include degree of process, intensity of hiring, and support requirements to improve candidate quality, increased recruitment responsiveness, mitigating turnover, addressing continuity of operations risks, and hopefully decreased cost.

American Incite™ will help you understand your existing talent, facilitating task realignment where appropriate, hiring/engaging Top Performers for: 1) direct staff that will perform at a higher level than is typically achieved in the market place; and 2) contract staff enabling a more flexible and cost effective talent infrastructure. We help you look critically at all other obstacles currently hindering recruitment goals. Proven processes and better technology can improve executive support in setting realistic expectations covering current and future staff alignment and facilitating new talent acquisition of both permanent and contract staff. We provide a single point of initial contact for selection, review, management controls and process oversight. The quality of the process, infrastructure, and support enhances your **BRAND**.

The following simple outline offers a guide for reviewing and understanding the complexity in both standalone and overlapping components of strategic talent management solutions .

Strategy Services: workforce planning efforts involving changes in strategy or operations:

- Recruiting organization design
- Review and refinement of business processes
- Evaluation and selection of talent management technology and solutions

Implementation Services: Guidance for the implementation of talent initiatives, including:

- The deployment of technology
- The establishment of new processes,
Areas of focus include:
 - Change management
 - Process analysis
 - Development and training
 - Communication
 - Project management
 - Reporting designplanning

Optimization: finding, validating, and improving areas of enterprise talent operations and processes:

- Job board listing
- Candidate management, hiring and onboarding
- Assessments of job roles and task proficiency
- Technology review, selection, and integration

Technical Services:

- Data management, migration and integration with a focus on
 - minimizing the time and cost of the effort
 - close coordination with internal teams
 - Application of process methodology
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Recruiting Operations Support:

- Support on process and application-related to Applicant Tracking System (ATS) users
- System administration
- Business process review
- Planning for upgrades and future projects
- Internal audit support
- Training for recruiters and other users of ATS systems
- Develop reporting strategy and key metrics for tracking the performance of talent processes

American Incite[™] fully aligns its services to meet the mission critical interest of the companies it serves.

Finally, in the pursuit of doing any job *American Incite*[™] consultants sort through the noise of business information and time demands, paying attention to what's urgent, while focusing efforts on what's important. Boyd's "OODA" Loop (Observe, Orient, Decide and Act) is our guide in executing projects. We continuously evaluate and pursue answers to the following two questions:

1. *"What do we need to accomplish in order to be considered successful?"*
2. *"What are the important sub-steps or process steps necessary to achieve the primary objective over the next 30, 60, or 90 days?—In the context of:*

The Team Building Component of Leadership, Operational Review, Technical Competence, Identifying Major Problems, Strategic and Planning Issues, Changes and Improvements, Project Management, Organizational Planning and Execution, Conflict Resolution, Personality and Interpersonal Skills.