

# Case study:

## Banking, Finance



Number of employees: 10,001+

Roles hiring for: Bank Teller, Accounting, Loans, Administrative

**24 Hours** Saved Per Recruiter Each Week **10x ROI**

### The Problem

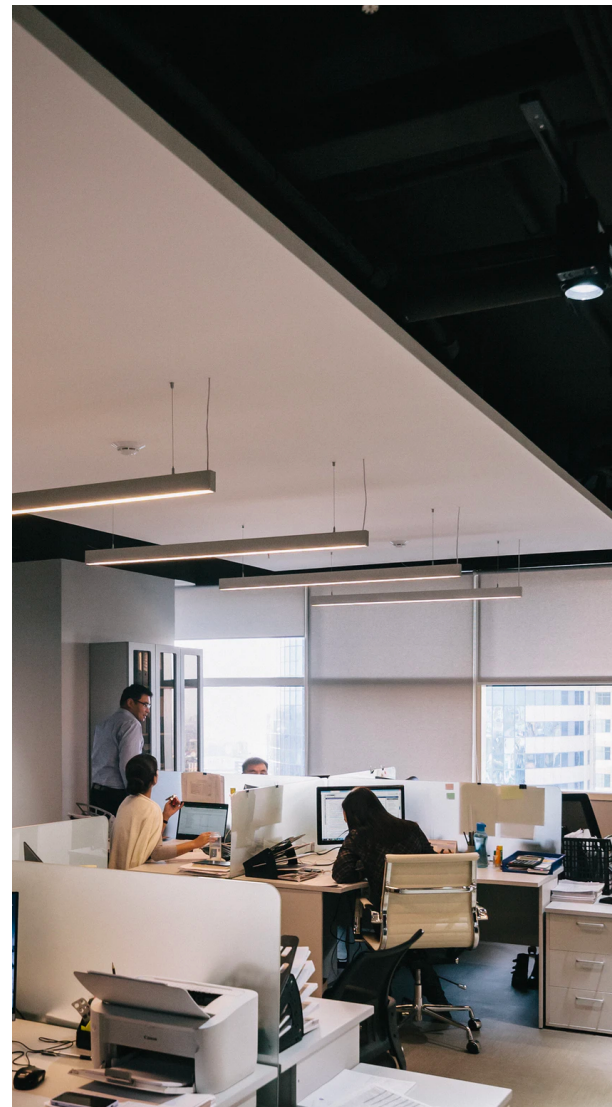
Our client, one of the largest full-service commercial banks in Europe with more than 440 offices of different formats in Europe and CIS regions, had an immense number of applicants. Recruiters were struggling to keep up with processing a large number of resumes and vetting each application properly. The screening process overall was overwhelming the team and causing significant loss of time where they could have been focusing on human points of contact.

Beyond these issues, the team wasn't conducting any surveys among employees and applicants. This meant that they were unable to make any evidence-based decisions on future HR strategies. It also meant they were blind to the weaknesses in their current hiring structure.

### XOR's Solution

The first step in improving our client's hiring process was to relieve the hiring team from all of the time used to filter through applicants. By implementing XOR and chatbots, we automated the pre-screening and scheduling phases. After an applicant would contact our client from a job board, our chatbots respectfully rejected unqualified candidates and advanced qualified candidates to the next stage. In this stage, we automated the interview scheduling process by connecting our AI with the hiring team's work calendars.

Along with this automation implementation, we helped implement both pulse surveys and exit interviews. With this new information, applicants and employees would be able to share their experiences and our client would be able to make future decisions based on this feedback.



## Our Company's Results

When implementing our screening automation, 380 applications a month were being processed per-recruiter. With our process in place, approximately 15 minutes was saved per application. That totals to about 95 hours saved a month for every recruiter. With this time, the hiring team was better able to focus on the candidate experience and had the ability to process more candidates overall. Our client had a 10x ROI in cost savings from the automated pre-screening and scheduling.

## Why XOR?

XOR's automation and AI are designed to work with your hiring team to save them time from tedious application and scheduling processes. We work with you to find how our technology can best save your team time and money within your hiring pipeline. Empowering your recruiters through automation allows them to focus on quality applicants and find you top-talent faster.

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