

Case study:

IBS RPO



190,000+ employees use HR services from IBS

150,000+ candidates per year

650+ employees

About IBS RPO

IBS RPO is one of the largest and most well-known human resource service providers in Eastern Europe. The company has an impressive client roster with many distinguished brands and organizations, and they have spent the last few years reshaping their technology to serve these clients better. This change allows them to source, hire, and manage their clients' employees better than ever.

IBS RPO is passionate about providing only the best services to their client businesses. To facilitate this, they have divided their services into three distinct aspects: outsourcing recruitment, traditional HR outsourcing (hiring, retiring, and employee document management), and HR analytics (collecting, analyzing, and storing data).

The Problem

As a modern outsourcing organization, IBS RPO's goal is to reduce overall costs while also providing an unparalleled candidate experience. The question, then, is how to create a more candidate-centric experience without incurring high costs to do so.

XOR's Solution

IBS RPO had used both audiobots and textbots previously and knew that their candidates responded positively to them. They found that telephone calls could be inconvenient for candidates, and they could be difficult to schedule for both parties.

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We know that chatbots, audiobots, and textbots can reduce the costs of labor. We also know that using chatbots is a good way to increase candidate experience.

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Maksim Minakov
Project Leader at IBS

XOR's Solution Continued

XOR provided utility beyond the ability to chat with candidates. In addition to being a customizable AI chatbot, XOR's product engaged, screened, and helped hire candidates through automated workflows. IBS RPO was provided automation tools to pre-screen applicants, answer Frequently Asked Questions instantly, guide candidates through the hiring process, and schedule interviews. Throughout all of these steps, IBS RPO was given status updates in real-time and received extended analytics for predictions and future strategy adjustments.

IBS RPO's Results

IBS RPO noticed most prominently a dramatically improved candidate experience. This evolution was crucial to the team as a positive experience is one of the most important pieces of successful HR branding.

XOR helped IBS RPO:

- ✓ Lower administrative time and burden
- ✓ Improve the candidate experience
- ✓ Collect analytics for future strategies

Why XOR?

"I would recommend XOR for companies that need to hire in high volumes, are looking to reduce the cost of their hiring process and/or who want to increase their HR brand by improving candidate experience. XOR can walk candidates through hiring procedures, notify candidates of interview results, etc. Textbots like XOR are a really good tool for improving candidate experience from the beginning of the pipeline to the following two or three years. We also have a higher conversion with XOR. Because of this, we are going to use XOR as our main tool in the upcoming years."

The first result we saw was improvement in the candidate experience, which was over 99% positive. Overall, they are more comfortable using text bots and communicating with bots like XOR in the recruiting process.

