



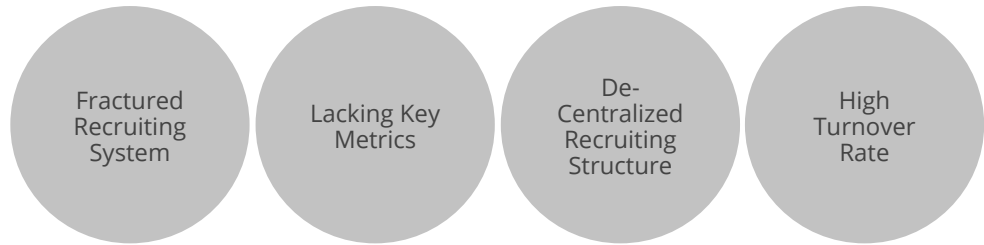
Case Study

Mortgage Specialists International (MSI) is a national field service company that delivers customized solutions within the default mortgage and real estate industry by providing the following products and services: Inspections, Property Preservation, VPR/Code Violations, Property Repair Management, Hazard Claims Management and Valuations.

Customer Challenge

MSI had a decentralized hiring process. There was no recruiting process or ATS implemented, which led to unorganized operations and attrition. To reduce turnover rates, MSI was in desperate need of employees who were fit for specific roles.

Recruiting Needs



Orion Novotus' Solution

- Deployed the Recruiter on Demand service to successfully develop a pipeline of quality candidates.
- Established a repeatable recruiting process, identified key metrics and positioned recruiting as a core business function of MSI.
- Implemented Newton Applicant Tracking System to track and organize the MSI hiring process.
- Managed client relationships to implement and exercise the recruiting process mindset

Outcomes

- **78 Hires** in 4 month hiring time frame
- **Implemented an Applicant Tracking System**—previously they had no ATS to measure the hiring process.
- Created weekly pipeline reports to establish metrics like SRI, aging, and sourcing data as well as **cost per hire at ~\$912/hire.**