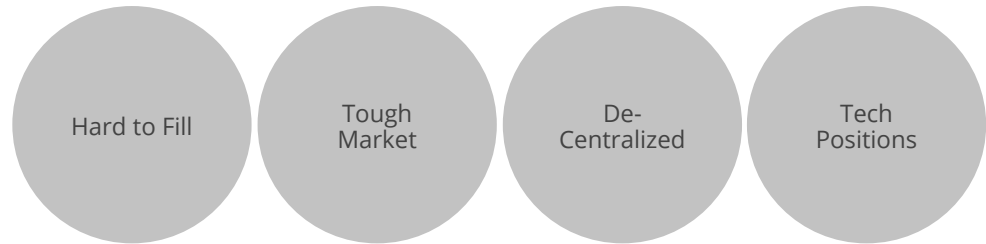


Peak 10 is a provider of reliable IT infrastructure solutions for mid-market businesses. Their services include data center management, web hosting and network monitoring. They are headquartered in Charlotte, NC with data center facilities located in 10 key U.S. markets to serve customers all around the world.

## Customer Challenge

Peak 10's recruiting organization was decentralized with no internal structure. Managers in each market were responsible for hiring, which lacked consistency, quality, and cost control. The technology hiring needs were for complex, high-demand positions in competitive markets.

## Recruiting Needs



## Orion Novotus' Solution

- Organization Recruitment Evaluation
- Creation of Talent Communities
- Created sourcing plans based on: Market Research, Supply & Demand, Competition and Employment Offering
- Technology Assessment, Selection, Implementation, and Management
- Onsite Recruiting Presence
- Employee Referral Process and Experience
- Collaborated with Marketing to create CVP through Branding, Messaging, and Candidate Experience

## Outcomes

- Filled **221 positions** (9 Quarters)
- Geographical locations include:
  - Atlanta
  - Charlotte
  - Nashville
  - Tampa
  - Cincinnati
  - Louisville
  - Jacksonville
- Decreased Recruitment Cost Ratio (RCR) by **33%** - From 12% to 8% - Savings in excess of \$300K in 12 months
- Exceeded Time to Fill by **9 Days** (Target was 60 Days, achieved 51); 25% total reduction from 2012 to present
- Decreased Recruitment Agency spend by **\$2.1M** (9 Quarters)
- Reduced Turnover from over **30% to 8%**
- Improved Hiring Manager Satisfaction from **85% to 92%**
- Improved Candidate Experience (Can't quantify but can share Glass Door Review - Customer Loyalty)