

# Complete Guide to Recruitment Process Outsourcing (RPO)

Unlocking Top Talent with Proven Strategies





# Contents

What Is RPO?	3	RPO Pricing Models	19
Key Benefits of RPO	4	Selecting the Right RPO Partner	25
Obstacles to RPO	8	Improving Workforce DE&I with RPO	29
RPO Solution Models	13		

# 1

# What Is Recruitment Process Outsourcing?

Faced with fierce competition for talent, rising skills shortages, and internal resource constraints, many organizations have leveraged Recruitment Process Outsourcing (RPO) as a way to enhance their recruitment efforts.



## DEFINING RPO

RPO is a comprehensive talent acquisition solution in which employers engage external support for part or all of their recruiting operations.

RPO providers are equipped to seamlessly integrate at any stage of the talent lifecycle, encompassing tasks like candidate sourcing, applicant screening, outreach, scheduling, interviewing, reference checks, selection, onboarding, and much more. In addition to their core services, RPO partners go beyond traditional recruitment processes to offer

additional consultative solutions that encompass an organization's strategic objectives. These include the integration of Diversity, Equity, and Inclusion (DE&I) initiatives, as well as comprehensive consulting services for employer brand development and Employee Value Proposition (EVP) enhancement.

# 2

## Key Benefits of RPO

Today, partnering with an RPO provider delivers benefits that extend far beyond cost efficiency and an increased applicant volume. In this chapter, LevelUP explores how RPO can profoundly enhance an organization's recruitment capabilities.



### Industry Expertise for Successful Hiring

When organizations enter an RPO partnership, they unlock the expertise of a dedicated team of recruitment professionals. RPO providers bring a wealth of industry knowledge, staying abreast of the latest hiring trends and recruitment best practices. With their deep understanding of the talent landscape, RPO providers align their strategies with each client's objectives to ensure a seamless hiring experience and attract best-in-class talent.

projects, RPO providers can quickly adapt and scale their resources accordingly. Not only does this mean that costs paid to the RPO provider are scaled back during periods of reduced demand, but this flexibility eliminates the need for investment in an internal recruitment infrastructure that may not be fully utilized during periods of lower hiring volume.



### Cost Savings

Traditional staffing agencies typically charge a 20-30% salary markup for each placement made. This means that employers could expect to pay at least 120,000 to hire for a position that pays \$100,000/year. Likewise, internal recruitment methods can be expensive, particularly when factoring in upfront expenses such as recruitment technology and internal staffing resources.



### Scalable Solutions for On-Demand Support

RPO offers scalable solutions tailored to an organization's hiring needs. Whether employers require support for seasonal hiring spikes, rapid expansion, or specific

Fortunately, RPO partners offer flexible pricing models that align with each client's unique hiring needs. Through an RPO solution, employers leverage the RPO provider's existing infrastructure, tech stack, and talent networks—eliminating the need for upfront investments. Further, improved quality of hire, reduced time-to-fill, and enhanced productivity resulting from RPO partnerships contribute to a positive ROI for organizations.



## Broad Talent Pools and Niche Expertise

RPO providers maintain extensive networks and candidate databases, giving organizations access to a broader talent pool. This is particularly beneficial when the RPO client is seeking out talent for specialized or hard-to-fill positions. RPO partners possess niche expertise and a

thorough understanding of specific industries, enabling them to identify and attract top-tier candidates with the required skillsets and experience, thereby streamlining the hiring process and reducing time-to-fill.



## DE&I-Focused Hiring Practices

An RPO partnership often comes with specialized knowledge and expertise in DE&I hiring practices. RPO recruiters are well-versed in the importance of a diverse, equitable, and inclusive workforce, and will ensure that these values are well-integrated into the recruitment process. They can employ strategies to attract diverse talent, leverage inclusive language in job descriptions, and implement unbiased selection processes to create representative candidate pools.







## Advanced Technology Stack for Streamlined Operations

Top RPO providers are continually investing in state-of-the-art recruitment technology and tools that streamline the hiring process. These range from Applicant Tracking Systems (ATS), Candidate Relationship Management (CRM) systems, video interviewing, skills assessment, and onboarding platforms, to AI tools and analytics and reporting software.

An RPO tech stack can enhance efficiency, improve candidate evaluation, and ensure a seamless candidate experience. Leveraging these advanced tools, organizations can stay ahead of the curve and make data-driven recruitment decisions.



## Compliance and Risk Mitigation

Navigating global and regional employment laws and regulations can be complex and time-consuming for internal HR and recruitment teams. RPO providers specialize in ensuring compliance throughout the talent lifecycle, alleviating the burden on organizations. \By partnering with an RPO provider, organizations can mitigate compliance risks, confidently navigate legal requirements, and maintain a strong and ethical recruitment process.



## Reduced Time-to-Fill for Faster Results

RPO partners excel in executing high-volume and time-sensitive hiring projects by optimizing the recruitment process. Collaborating closely with hiring managers, they define candidate requirements and implement Service Level Agreements (SLAs) to set predetermined time frames for each step.

Leveraging their advanced tech stack, RPO providers automate applicant screening, candidate outreach, interview scheduling, reference checks, and even onboarding—reducing time-to-fill and ensuring timely placements.



## Employer Brand and EVP Consulting

A strong employer brand is crucial for attracting and retaining top talent. RPO providers understand the importance of employer branding and work closely with client organizations to develop and refine their employer value proposition (EVP). They help craft compelling job descriptions, create engaging recruitment marketing campaigns, and ensure a consistent and positive candidate experience. By partnering with an RPO, companies can effectively communicate their employer brand and differentiate themselves in the competitive job market.



## Positive Candidate Experience

RPO providers prioritize an exceptional candidate experience by allocating dedicated resources for effective communication. Serving as the primary point of contact between the organization and candidates, RPO partners engage with candidates through various channels, including social media, email, phone, and virtual platforms. Their commitment to seamless communication ensures that candidates receive timely updates, personalized interactions, and a smooth journey throughout the hiring process. RPO providers ensure candidates feel valued, informed, and engaged, ultimately leaving a positive impression of the organization and enhancing the overall candidate experience.



## Data-Driven Decision-Making

RPO providers leverage the power of talent analytics and data metrics to drive continuous improvement in every solution. They can uncover valuable insights into employment trends, forecast employee turnover, predict employee success, and more. A reputable partner will consistently monitor various data points to assess effectiveness of the RPO program. Metrics like time-to-fill, candidate demographics, internal mobility, employee referrals, and quality of hire offer actionable information to identify areas for enhancement at every stage of the recruiting cycle. These metrics also enable direct correlation between an RPO solution and positive business outcomes.



In an increasingly demanding hiring landscape, an RPO relationship can streamline your hiring strategy through recruitment expertise, data-driven decision-making, and much more.

It is important to select an RPO partner who will continually respond and adapt to performance metrics and market challenges.

# 3

## Obstacles to RPO

Implementing an effective RPO program can come with its fair share of obstacles. Not knowing how to navigate them can hold organizations back from making the best out of their RPO partnership, finding the right RPO provider, or even considering RPO in the first place.

This chapter observes the common pitfalls surrounding RPO and provides recommendations on how to successfully leverage an RPO partnership in the face of these challenges.



### Partnering with the Wrong Provider

Choosing an incompatible RPO provider can lead to misalignment with your organization's values, poor brand understanding, and a strained relationship between the RPO partner and your internal team. This can adversely impact hiring outcomes and tarnish your organization's reputation.



### SOLUTION

Thoroughly research potential RPO providers, examining their track record, industry experience, and client testimonials. Assess their compatibility by evaluating their values, cultural fit, and understanding of your brand.

Maintain clear and open communication during initial conversations and discuss your expectations, requirements, and concerns throughout the selection process. Finally, seek transparency on pricing, service levels, and contract terms.



# Key questions to ask potential RPO providers:

- 1 What specific recruitment services do you offer, and how do they align with our organization's needs?

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- 2 What is your experience and track record in our industry?

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- 3 Can you provide references from previous clients or case studies?

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- 4 How do you ensure the quality of candidates sourced?

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- 5 Can you share details about your technology stack?

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- 6 How do you measure and track recruitment metrics and performance?

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- 7 What is your approach to communication and collaboration with our internal HR and hiring teams?

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- 8 How do you stay up-to-date with industry trends and best practices in recruitment?

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- 9 Can you explain your approach to continuous improvement and how you incorporate client feedback into your services?

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- 10 What sets your RPO services apart from other providers in the market?

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- 11 What hiring technology do you have experience with?

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- 12 What kind of experience will you provide to candidates?

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- 13 How do you handle sensitive candidate data and ensure compliance with data privacy regulations?



## Losing Oversight of the RPO Process

When adopting an RPO program, organizations often fear losing control and visibility over their recruitment strategy. However, maintaining close involvement is possible with the right approach.

### SOLUTION

Select an RPO provider committed to transparency and collaboration with your internal team.

Design the recruiting process together and have your organization's key stakeholders and HR teams approve the technologies used. Set clear goals and objectives at the start of the partnership. Schedule regular meetings involving key stakeholders from both organizations to maintain oversight. Hold the RPO partner accountable for performance metrics such as quality of hire and time-to-fill.



## Complex and Long-Term Contracts

Some organizations may not require long-term commitments or have the resources for them, leading to hesitation in engaging with RPO providers. Alternatively, you might prefer to retain some recruitment responsibilities in-house while seeking external expertise for certain positions or aspects of the recruitment life cycle.

### SOLUTION

Flexibility is crucial when considering RPO partnerships. While some RPO service providers have up to three-year-long contract terms, all offer variable contracts based on project length, recruitment goals, and hiring volume.

Look for providers who understand your organization's unique needs and can offer customized engagement models.



## Employer Brand Representation

Organizations may worry about inaccurate representations of their brand when entrusting it to an RPO provider, potentially leading to attracting candidates misaligned with the organization's values and strengths.

### SOLUTION

Consider exploring RPO providers that offer employer branding services. They can evaluate your brand, conduct competitor audits, and provide strategy recommendations.

When evaluating an RPO vendor, ensure they understand your employer brand and EVP; you can request sample job listings or conduct brand assessments to validate their interpretation. Open communication helps ensure accurate representation of your values to candidates.



## Data Privacy and Security Concerns

Outsourcing the recruitment processes raises concerns around data security, particularly when it comes to personally identifiable information (PII) and sensitive candidate data.

### SOLUTION

Conduct research to identify credible RPO providers with positive referrals. Look for providers that have a demonstrated track record of adhering to data protection regulations, such as GDPR, HIPAA, or relevant industry standards. This should include a review of their privacy notices, data protection plans, and security certifications.

RPO providers aligned to SOC and ISO standards demonstrate their commitment to upholding privacy laws and safeguarding confidential information.



## Ensuring Quality Candidates

Organizations often worry that RPO programs sacrifice candidate quality for rapid hiring. However, an effective RPO program can deliver both speed and quality.

### SOLUTION

Collaborate closely with your RPO partner, sharing detailed candidate profiles and recruitment priorities. Clearly define quality of hire as an expected metric from the beginning. Rely on the expertise of RPO service providers and their access to advanced hiring technology to streamline candidate sourcing and screening, resulting in the delivery of top-quality candidates.



## Advocating for RPO Adoption

When considering an RPO partnership, choosing the right service provider is only part of the challenge. Convincing your organization's leadership team of the benefits of RPO so that you can gain their support and financial investment can be challenging.

### SOLUTION

Develop an RPO business case in collaboration with your chosen provider. Define key recruitment objectives and work with your accounting departments to assess current recruiting costs. Compare these costs to the potential savings from partnering with an RPO provider, quantifying the benefits of the partnership.

Selecting and integrating an RPO service provider necessitates proactive engagement and well-defined goals and objectives. By asking insightful questions and effectively communicating your expectations, you can establish a productive partnership and navigate the obstacles outlined above with confidence.

# 4

## RPO Solution Models

RPO offers a diverse range of solution models that can be customized to meet the unique needs of every client. The flexibility and variety of models are precisely why RPO is effective for companies of all sizes and industries. Here, we explore four prevalent RPO models: Enterprise RPO, Project RPO, Selective RPO, and Total Talent Management.

### Enterprise RPO

Enterprise RPO, also known as end-to-end RPO, is a comprehensive solution that involves the complete outsourcing of an organization's internal recruiting function.

Enterprise RPO entails a wide range of responsibilities, including conducting intake meetings with hiring managers, sourcing candidates, creating market maps, screening potential candidates, coordinating interviews, managing offers, facilitating onboarding, nurturing candidate engagement, handling data management, and more. Enterprise RPO may encompass valuable services like employer brand strategy, DE&I consulting, and access to an advanced tech stack. There are two subsets of Enterprise RPO to consider:

#### COMPLETE OUTSOURCED

Under this model, the RPO provider takes on recruitment responsibilities for the entire company or organization on a long-term basis. The provider utilizes their technology solutions to streamline the recruitment process.

#### JOB, DIVISION, OR LOCATION SPECIFIC

In this model, the RPO provider manages the recruitment process for a specific geographical area, business unit, or role-based criteria. The client has the option to use or not use the technology resources provided by the RPO provider, depending on their preference and existing infrastructure.





## BENEFITS OF ENTERPRISE RPO

- Improved quality and speed of hiring, resulting in reduced time-to-fill, and enhanced candidate experience.
- Access to specialized recruitment expertise, technology, and best practices.
- Greater scalability and flexibility to accommodate fluctuating hiring volumes.
- Enhanced compliance and regulatory adherence.
- Cost savings through economies of scale and reduced overhead expenses.

## WHEN TO CONSIDER ENTERPRISE RPO

- Your organization has a consistent need for large-scale hiring across multiple locations or business units.
- You require end-to-end recruitment process management and optimization.
- You want a long-term, strategic partnership to enhance your talent acquisition capabilities.
- Cost-effectiveness and scalability are essential factors for your business.

## Project RPO

Project RPO is a flexible and temporary recruitment solution designed to address specific hiring initiatives or short-term projects. Offering an end-to-end RPO solution on a project-bound basis, Project RPO can be delivered as a short- or long-term solution. The RPO partner will bring in their expertise, resources, and technology to support the project's requirements.

Project RPO emerges as an exceptionally fitting solution for organizations undergoing mergers, expansions, seasonal hiring spikes, or unexpected surges in hiring demand. It is also ideal for employers venturing into new locations or who are facing the challenge of filling roles that they have never recruited for before.



### BENEFITS OF PROJECT RPO

- Scalable solutions to meet fluctuating hiring demands.
- Faster ramp-up of recruitment processes to achieve project-specific goals.
- Access to specialized skills and technology without long-term commitments.
- Cost-effective approach for one-time or sporadic hiring initiatives.

### WHEN TO CONSIDER PROJECT RPO

- You have a short-term hiring project with defined timelines and/or deliverables.
- Your organization lacks the necessary resources or expertise to handle a project internally.
- Flexibility is crucial, as the project's duration and scope may vary.
- You require additional support to manage high-volume hiring spikes, seasonal recruitment needs, or niche hiring.

## Selective RPO

Selective RPO allows organizations to outsource specific parts of the recruitment process while retaining control over other aspects. Selective RPO allows organizations to retain responsibility of in-house recruiting strengths while outsourcing hiring weaknesses.

Two common types of Selective RPO are as follows:

### RECRUITMENT ON DEMAND

In a Recruitment-on-Demand model, recruiters are assigned to the client organization for a specific period, typically on a weekly or monthly basis. This approach allows companies to flexibly scale their recruiting teams to meet unexpected challenges. It also empowers them to supplement their in-house HR and recruitment teams with minimal administrative burden.

### SOURCING AS A SERVICE

Sourcing as a Service leverages dedicated teams to identify potential candidates for specific job roles. These teams employ methods like database searches, online platforms, social media, and networking to effectively source and engage with candidates. Utilizing this service, clients can access a broader talent pool while retaining control over all other in-house recruitment functions.

### BENEFITS OF SELECTIVE RPO

- Specialized support in areas where an organization faces challenges or lacks expertise.
- Increased efficiency and quality in the outsourced parts of the recruitment process.
- Maintain control over critical hiring decisions and candidate interaction.
- Cost savings through targeted outsourcing of specific recruitment activities.

### WHEN TO CONSIDER SELECTIVE RPO

- Your organization has known recruitment pain points that need improvement.
- You are intent on keeping your talent acquisition process primarily internal.
- You want to leverage external expertise in hiring for specific skillsets.
- You seek a flexible arrangement where you can choose which parts of the recruitment process to outsource.



## Total Talent Management

Total Talent Management is an all-encompassing approach that combines elements of RPO and contingent workforce management (CWM) to address an organization's holistic talent needs. This model brings together recruitment and management of all types of talent, including full-time hires, temporary workers, independent contractors, freelancers, consultants, and more.

Total talent acquisition not only fulfills the client's daily hiring needs but also provides added benefits like onboarding, payroll management, and data-driven staffing and management strategies. A successful solution considers all resources to enhance the client's unique business environment.

### BENEFITS OF A TOTAL TALENT MANAGEMENT SOLUTION

- Streamlined processes for managing all types of talent, resulting in increased efficiency and compliance.
- Enhanced talent acquisition strategies through a holistic view of the workforce.
- Improved cost control and workforce planning by leveraging data and analytics.
- Increased agility to adapt to changing talent demands and market conditions.

### WHEN TO CONSIDER A TOTAL TALENT MANAGEMENT SOLUTION

- Your organization relies on a blended workforce with diverse employment types.
- You require a centralized approach to manage both permanent and contingent hiring.
- Comprehensive visibility, control, and optimization of all talent acquisition processes are critical.



Before selecting an RPO model, carefully consider what is motivating you and your organization to change its existing recruiting infrastructure. Then, we recommend thoroughly interviewing potential RPO partners to confirm if they can work within your requirements before coming to a decision.

Many RPO providers offer flexibility based on the needs of your organization and can combine various features from different RPO engagements.



# 5

## RPO Pricing Models and Comparison

When organizations consider partnering with a recruitment process outsourcing (RPO) provider, one of the first questions to arise is the cost of an RPO solution. Finding a straightforward answer to this is challenging. Many RPO providers prefer to keep their pricing hidden from competitors and are unlikely to make their pricing structures known publicly. More significantly, how RPO providers determine the cost of an engagement depends on factors specific to each client's scope and talent objectives.

### Factors That Influence RPO Pricing



#### TYPE OF RPO SOLUTION REQUIRED

A full-service solution like Enterprise RPO will cost more than a Project RPO or Recruitment on Demand solution.



#### POSITIONS, SKILLSETS, AND REGIONS

Hiring for in-demand, hard-to-fill, and senior-level roles, as well as within competitive markets and geographic regions, incurs higher costs for the client.



#### LENGTH AND URGENCY OF THE ENGAGEMENT

Long-term engagements will typically cost more than short-term ones. Expect to see higher costs for high-volume hiring projects with urgent timelines.



#### NEED FOR ADDED SERVICES

Consultative solutions such as employer brand and employer value proposition (EVP) refinements or diversity, equity, and inclusion (DE&I) advisory.

In almost all cases, RPO pricing models are customized to the client's unique project scope.

That said, having a clearer picture of the pricing landscape can make all the difference. Here are some standard RPO pricing models to be aware of.

## RPO Pricing Models

### MONTHLY MANAGEMENT FEE ONLY

Under this model, the RPO provider charges a recurring monthly management fee that covers the cost of the dedicated RPO team, their, operational expenses, and their profit margin. The monthly management fee ensures that the RPO resources remain available to the client organization, even during periods of low hiring volume.

This cost structure allows organizations to forecast exactly how much they will spend on an RPO solution. That said, the monthly management fee tends to be higher compared to hybrid models that include a success fee or flat rate fee. Moreover, clients are billed a standard rate regardless of the number of candidates closed, meaning this cost model is not directly linked to the RPO team's performance.

### REDUCED MONTHLY MANAGEMENT FEE + SUCCESS FEE

This hybrid model combines a monthly management fee with an additional success fee for each placement. The monthly management fee here is lower compared to the monthly management fee-only model.

This cost model is favored by most RPO companies as it offers clients a dedicated RPO team that delivers continuous recruiting efforts at a reduced monthly management rate. The cost is directly tied to the RPO team's ability to deliver candidates.

### HOW IS A SUCCESS FEE CALCULATED?

A success fee is calculated as a percentage of each hire's annual base salary. If the project involves hiring for a range of different positions, success fees will likely vary depending on role type or salary tiers. For in-demand, high-level, or high-salary roles, RPO providers are likely to calculate the success fee as a higher percentage of the candidate's salary range than with low-level, low-salary positions.



### **REDUCED MONTHLY MANAGEMENT FEE + FLAT RATE FEE**

In this hybrid cost model, the RPO provider charges a reduced monthly management fee along with a fixed fee for each successful placement.

The reduced monthly management fee and flat rate fee model is suitable for companies with high-volume hiring projects where all roles being hired for are similar, within the same industry, or fall within a standard salary range. It offers consistent and simplified budgeting for the client.

### **SUCCESS FEE ONLY**

The success-fee-only model is a low-risk pricing option for RPO clients, where payment is made only when a successful placement is made.

However, the absence of a monthly management fee means that sustaining the RPO program during periods of low hiring may be challenging, posing a higher risk for the RPO provider. Consequently, expect to see higher success fees in this pricing model compared to the monthly management fee and success fee hybrid models. Additionally, service consistency may vary due to the absence of a monthly management fee, potentially resulting in a weaker partnership between the client and the RPO vendor.

# What to Consider When Reviewing an RPO Pricing Proposal

Here are a few considerations for employers to keep in mind when discussing pricing options with a potential RPO partner.

## RPO TECHNOLOGY STACK

When reviewing an RPO pricing proposal, companies must carefully assess the technology offerings provided by the vendor. Does the proposed pricing include access to the RPO provider's recruitment technology tools? If not, what are the associated costs for utilizing their tech stack?

Additionally, organizations must consider how well the vendor's technology aligns with their internal systems and applicant tracking systems (ATS). It is always advantageous to select an RPO provider that has experience with, or the ability to integrate within, existing technology infrastructure. Otherwise, there may be additional costs related to the customization of technology and training the RPO provider's resources on those tools.

## INTERNAL MOBILITY, REFERRALS, & PRE-IDENTIFIED TALENT

Even after partnering with an RPO provider, it may be necessary to fill an open role with an existing employee or through employee referrals; sometimes, hiring managers may directly identify potential candidates. Organizations that frequently source candidates this way should discuss with the RPO vendor how they can support and facilitate the recruitment of these individuals. Ask about the pricing structure associated with hiring pre-identified candidates or those sourced through internal mobility and employee referrals. Many RPO providers do not charge a success fee for candidates acquired through these methods, as they typically require less effort on their part.

## IMPLEMENTATION & REPORTING FEES

Some RPO vendors may charge a one-time implementation fee during the initial setup, which may come as a surprise to clients. It is important to clarify if the cost of implementation is included in the initial program pricing proposal. If not, employers should request a detailed breakdown of implementation resource costs. If program reports and analytics are essential deliverables, organizations should also inquire about their inclusion in the proposed pricing structure.

# Comparing RPO Pricing Models and In-House Recruiting Costs

To determine the cost of in-house recruitment efforts, organizations must collaborate with their accounting department to determine the current budget allocated for their existing recruitment functions. This evaluation should encompass all necessary expenses, including recruiter salaries, office costs, training and development programs for recruiters, travel expenses, job board fees, software licenses, and more.



Cost savings are not the only reason organizations turn to RPO. Many businesses will partner with an RPO to enhance their employer branding, gain access to costly hiring technology, and improve time-to-fill, quality of hire, and candidate experience. Most importantly, partnering with an RPO involves leveraging industry experts who implement best hiring practices.



## Navigating Decision Makers for Optimal Success

The key to understanding RPO pricing is recognizing the cost drivers behind the various payment models examined in this chapter.

To make an informed decision about RPO, employers need to identify the key stakeholders and decision-makers involved in the process. Who holds decision rights for the RPO engagement? Who will be responsible for approving the proposed RPO pricing and the decision to move forward with RPO?

In their search for an RPO solution, employers must conduct a thorough analysis of in-house recruitment expenses and determine specific talent objectives. The next step is to compare these costs and goals with the potential financial and service impacts of engaging an RPO provider. Having these factors mapped out ahead of time can lead to accurate cost projections and increase efficiency within the RPO partnership.



# 6

## Selecting the Right RPO Partner

With numerous RPO providers available in the market, selecting the right partner is a critical decision that requires careful consideration. This chapter explores the key factors to consider when searching for RPO providers, enabling you to make an informed decision aligned with your business needs.



1

Identify Your Recruitment Pain Points

2

Define Your RPO Goals

3

Select an RPO Provider with Deep Industry Knowledge

4

Evaluate Recruitment Strategies and Best Practices

5

Compare Onsite and Offsite Engagements

6

Establish Accountability and Processes for Measuring Success

7

Assess Technological Capabilities and Compatibility

## Identify Your Recruitment Pain Points

Before embarking on your search for an RPO provider, identify the unique challenges and bottlenecks that might be hindering your recruitment process. Determine the improvements you seek through RPO, whether it's expediting time-to-fill, elevating candidate quality, or reducing turnover rates.



## Define Your Goals for the RPO Partnership

Once you've identified your recruitment pain points, it's essential to outline your expectations from engaging an RPO provider. Defining your goals sets the stage for a more precise selection process when evaluating potential RPO partners, it also ensures the chosen partner aligns their strategies and solutions to achieve the desired outcomes for your organization.

## Select an RPO Provider with Deep Industry Knowledge

If your organization operates within a specific industry, it is crucial to select an RPO provider with relevant industry experience. Their familiarity with industry-specific talent pools, skillsets, and market challenges will be invaluable in sourcing the right candidates. Further, an experienced RPO provider with knowledge within your industry can navigate complex regulatory landscapes and minimize the risks of unintentional noncompliance.





## Evaluate Recruitment Strategies and Best Practices

A reputable RPO provider should have a proven track record of implementing effective recruitment strategies and best practices. Request testimonials, case studies, and client references that demonstrate their expertise and ability to deliver results. Look for providers that demonstrate innovation and a commitment to staying updated with the latest industry trends.

## Compare Onsite and Offsite RPO Engagements

Determine whether an on-site, off-site, or hybrid RPO solution is the most suitable for your organization. Onsite RPO involves placing dedicated representatives within your organization to facilitate close collaboration with hiring managers and senior leadership. Remote options utilize advanced recruitment technology for virtual processes like job fairs, assessments, and onboarding.



## Establish Accountability and Processes for Measuring Success

Having well-defined service level agreements (SLAs) and metrics is crucial to establish accountability and measure the success of an RPO partnership. It's important to discuss and negotiate SLAs that match your organization's expectations. Consider key metrics such as time-to-fill, cost-per-hire, quality of hire, and candidate satisfaction. By setting measurable goals and consistently reviewing performance, you can ensure that the RPO provider is meeting your requirements effectively.

## Assess Technological Capabilities and Compatibility

Evaluate the technology infrastructure and tools offered by the RPO provider. Do they leverage modern applicant tracking systems, artificial intelligence, automation, or data analytics to improve recruitment outcomes? A technologically advanced RPO provider can streamline processes, enhance the candidate experience, and provide valuable data insights for informed decision-making. Additionally, assess whether their technology is compatible with your existing systems or if they can seamlessly integrate with your HR technology stack.



Outsourcing your recruitment infrastructure is a complex decision. A reliable RPO partner should demonstrate the ability to implement a highly customized strategy that aligns with your specific hiring needs. In many cases, experience within your industry and knowledge of your industry's regulatory landscape is a must.

Keeping the right questions in mind will not only help you detail your organization's need to outsource recruitment but will help you engage the right RPO provider.



# 7

## Improving Workforce DE&I Through RPO



Talent acquisition has long played a critical role in shaping the culture and composition of organizations. However, traditional recruitment methods have often fallen short in fostering diversity, equity, and inclusion (DE&I) within the workforce. In recent years, RPO has emerged as a powerful tool to address these challenges and drive positive change.

## Access to Diverse Talent Pools

RPO provides organizations with access to a broader range of diverse talent pools. RPO talent specialists have extensive networks, resources, and expertise to identify and engage with candidates from different backgrounds, ethnicities, genders, abilities, and experiences.

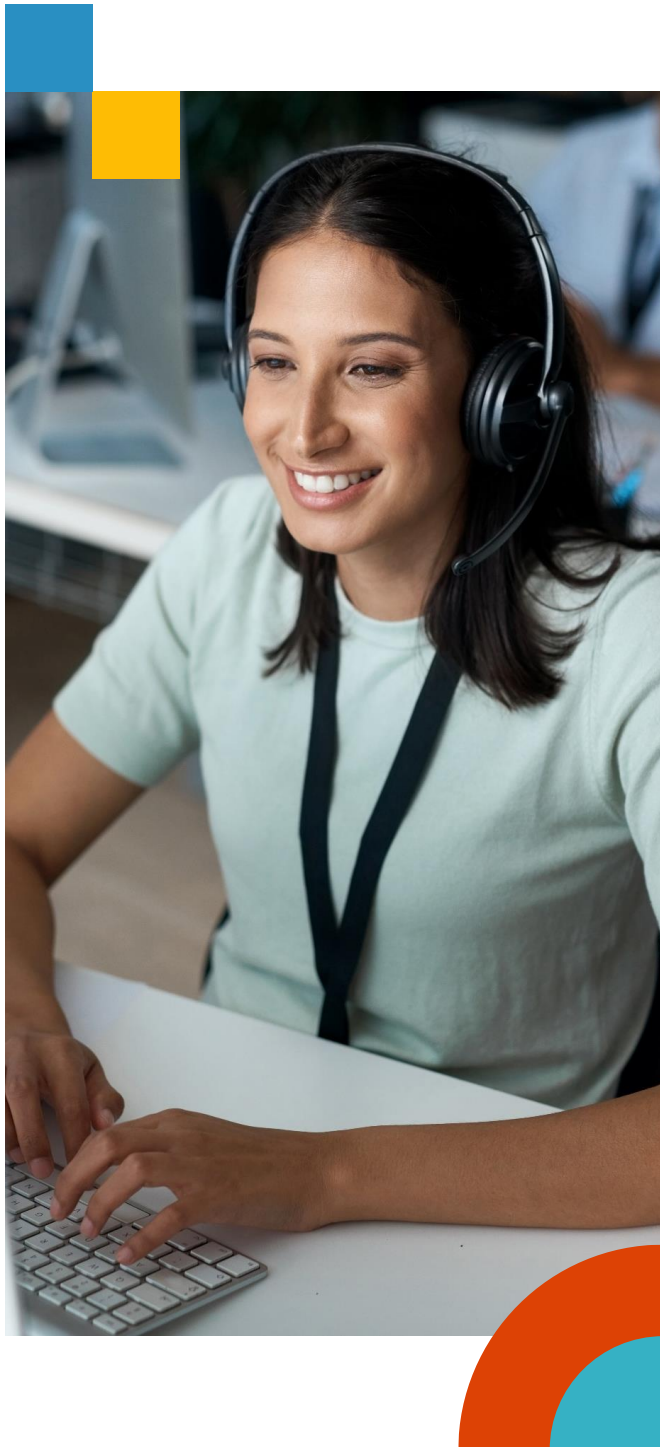
By partnering with an RPO provider, organizations can tap into these diverse talent pools, ensuring a more inclusive candidate pipeline. This expanded access helps organizations attract talent they may have previously overlooked and fosters diversity in the workforce.

## Unbiased Recruitment Practices

Unconscious bias can significantly impact the hiring process, leading to the exclusion of qualified candidates from underrepresented groups.

RPO providers specialize in designing unbiased recruitment strategies and implementing structured assessment methodologies. They can collaborate with organizations to develop inclusive job descriptions, remove biased language from job postings, and establish standardized evaluation criteria. RPO providers help minimize the impact of unconscious biases, promoting equitable hiring practices that contribute to a more diverse workforce.





## DE&I Expertise and Strategic Guidance

RPO providers bring specialized knowledge of DE&I practices and evolving trends. They assist organizations in developing comprehensive DE&I strategies and guide the implementation of practical measures. RPO providers also help organizations adopt inclusive policies.

Through an RPO partnership, organizations can ensure that their recruitment efforts effectively align with their DE&I goals.

## Employer Branding for Inclusion

Effective employer branding is pivotal for attracting diverse talent. RPO providers can help organizations develop and promote an inclusive employer brand that appeals to a wide range of candidates.

They can assist in crafting inclusive job descriptions, employer value propositions, and communication strategies that resonate with diverse audiences.



## Scalable and Flexible Solutions

RPO offers organizations the scalability and flexibility needed to align their recruitment efforts with their DE&I objectives.

Whether an organization is pursuing rapid hiring or aims to reach underrepresented groups, RPO providers can adjust their strategies to attract diverse talent. They are well-equipped to support initiatives like diversity-centered internships, apprenticeships, mentorship program, and more. This adaptability ensures that DE&I goals remain a priority throughout the recruitment process.

## Continuous Improvement and Analytics

RPO providers employ data-driven approaches to gauge the impact of DE&I initiatives, track key metrics, and identify areas for improvement.

Monitoring data on hiring trends, applicant demographics, and candidate experiences, RPO providers can help organizations refine their DE&I strategies and make informed decisions. Continuous monitoring and improvement ensure that DE&I efforts remain adaptable to organizational needs.



Embracing RPO as a strategic partner in talent acquisition can empower organizations to create a more inclusive workplace where diverse perspectives thrive, innovation flourishes, and long-term success is realized. RPO offers a strategic approach to talent acquisition that not only enhances the hiring process but also creates opportunities to attract, engage, and retain diverse candidates.

RPO alone is not a magic solution to DE&I challenges. Organizations must still commit to long-term DE&I strategies, foster inclusive cultures, and ensure the ongoing monitoring and evaluation of their efforts. Embracing RPO as a strategic partner in their DE&I journey, organizations can pave the way for a more diverse, equitable, and inclusive world of work.





As the recruitment landscape continues to evolve, RPO has emerged as a transformative solution. It allows organizations to focus on their core competencies while leveraging the expertise and resources of specialized providers. By understanding the intricacies of RPO, businesses can make strategic decisions to streamline their recruitment processes, enhance talent acquisition outcomes, and gain a competitive edge.

Leveraging the insights, recommendations, and best practices outlined in this eBook, employers can embark on a successful RPO journey and unlock the full potential of their talent acquisition strategies.



# Modernizing how companies attract, hire, and retain top talent.

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