

Peopleclick Authoria Case Study: High Volume Solution Drives CARQUEST Across the Finish Line

Large retail company reduces time-to-fill by over 50% after implementing the Peopleclick Authoria High Volume Solution

CARQUEST at a Glance

INDUSTRY: Automotive Retail

HEADQUARTERS:
Raleigh, North Carolina

EMPLOYEES: 19,000

GOAL: To implement a single solution for corporate and high volume hiring that will decrease time-to-hire for field positions.

THE SOLUTION:
RMS High Volume Solution

CARQUEST is a company that truly drives for recruiting excellence. Keeping pace with that drive requires that a very lean recruiting team hire 6,200 new employees each year across its 19,000 full-time and part-time positions within over 3,400 retail stores and 40 distribution centers throughout North America.

CARQUEST sells replacement products, accessories, supplies and equipment for virtually all automobiles, as well as light and heavy-duty trucks, off-road vehicles and recreational vehicles, buses, agricultural equipment and boats. It's a multi-billion-dollar privately-held company that's been in business for over 40 years.

The Challenge

At least 5,000 of the 6,200 positions are non-exempt, and many of these candidates are vital to fill high volume positions such as store managers, counter people, delivery drivers and customer service representatives.

How does CARQUEST manage to fill thousands of positions per recruiter with a high-quality hire? First, the company recognized that if they were going to support the CARQUEST stores, they need to push the system down to the field—simplify it, and make it intuitive to the point where Store Managers could use the system versus relying upon our Recruiters. Secondly, CARQUEST needed a solution that would automate the initial process of screening job applicants and match them to a hiring manager's needs. Ideally, a manager should be able to open a position and immediately see a short-list of qualified candidates.

The Solution

In 2005, CARQUEST implemented the Peopleclick Authoria Recruitment Management System (RMS) as its technology foundation, and deployed a new process for corporate hiring. In 2006, they turned their attention to automating their field hiring process, a place where paper applications were still being used. The company soon realized that they could not continue to recruit the slowest way possible—faxing paper applications, requiring recruiters to screen each candidate for managers. Therefore, CARQUEST began piloting the RMS High Volume Solution in all 40 distribution centers and 10 stores. The initial process was reactive, following the same “post-and-fill” recruiting process used for corporate jobs. With the high level of turnover in field positions, CARQUEST felt the staffing function could not continue to operate as if they were surprised each time a non-exempt position turned over, starting the recruiting process for that individual from scratch. The High Volume Solution posts position types, instead of specific positions. This prevents recruiters from having to open a requisition every time a position turns over, and allows candidates to apply to multiple positions at multiple locations. Candidates are automatically screened and matched to hiring criteria and placed in a Talent Inventory™—just waiting for a position to open so they can be placed on a short-list.

The Results

CARQUEST now hires non-exempt staff from their existing, pre-screened candidate inventory. This process has reduced their time-to-fill by more than 50%, and has completely removed the two Recruiting Coordinators from touching each requisition. During the first month of field implementation, time-to-fill was 35 days, and the hired candidate applied an average of 11 days after the position was opened. One month later, time-to-fill dropped to 28 days, and candidates applied an average of 1.3 days before the position was opened. Just 90 days into implementation, time-to-fill had dropped to 20 days, and the hired candidate applied an average of 12 days before the position was opened. Imagine having a qualified candidate waiting in inventory for you 12 days before you even know you need them.

Since the system and its processes are scalable, CARQUEST plans to expand into additional talent pools by offering the application process in other languages, particularly Spanish and French-Canadian.

About Peopleclick Authoria

Peopleclick Authoria is transforming Talent Management through best-of-breed technology and expertise. With a deep focus on business intelligence and analytics, the Company's technology gives clients the actionable insight required to make strategic decisions that drive better business results. Nearly 60 percent of the Fortune 100 use Peopleclick Authoria Talent Acquisition, Talent Management and Workforce Compliance and Diversity solutions to manage salaried, hourly and contingent labor across their organization. These solutions manage the entire talent lifecycle from recruiting to onboarding and through the ongoing management of each individual's career while helping organizations measure, analyze and empower their existing workforce. Both founded separately in 1997, the two human capital management companies joined together in 2010 to form Peopleclick Authoria. The Company's solutions currently support more than 2,400 organizations ranging in size from large, global corporations to small and medium-sized businesses in more than 214 countries and territories.



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