

Talent Acquisition Strategy Yields Over \$630,000 in Cost Savings

Kforce exceeded the client's expectations in speedy delivery, effective resource management and retention.

Customer Profile

Midwest-based health insurance services payer with a provider network of:

- 1,900 physicians
- 25 hospitals
- 50 clinics
- 200 pharmacies

“ Kforce has taken a lot of the burden from us, from vetting candidates to performing background checks and making sure consultants have their shots. They’ve [Kforce] eased pain points for us, and allowed us to focus on other critical initiatives for operations and IT. ”

Challenge

The client faced critical talent acquisition and retention challenges that jeopardized business initiatives and Affordable Care Act (ACA) implementation.

Solution

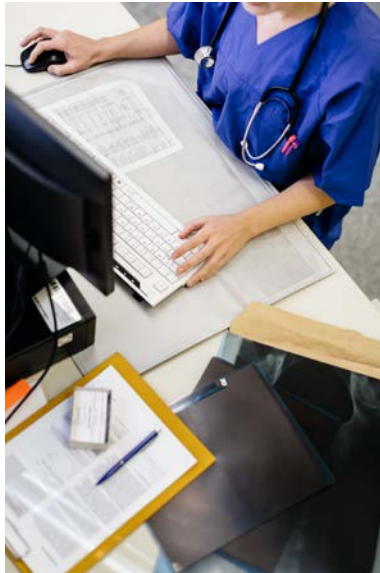
Kforce's unique Managed Services provided a targeted management strategy, workflow efficiencies and communications for approximately more than 40 on-site technology consultants, including analysts, developers and project managers.

Outcome

The client recognized over \$630,000 in cost savings from Kforce's Managed Services and gained a greater ability for the leadership team to focus on day-to-day responsibilities.

Kforce Strategy Yields Over \$600K in Savings

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Challenge

Facing significant industry changes brought on by the ACA and ICD-10 regulations, the customer was increasingly challenged by compliance and competitive demands in an evolving marketplace. As a result, the leadership team focused on launching several critical operational and technology upgrade initiatives to meet these challenges. Successful execution depended on the acquisition of a volume project team of 35 technical experts on a short deadline. Resource needs included quality assurance analysts, business analysts, developers and project managers.

Kforce was selected to help solve the workforce shortage and improve the hiring process, based on the cost savings, resource management and process management provided through Kforce's Managed Services offering. At the engagement's onset, the client identified the following objectives.

- Augment current project staff to increase workflow process and efficiencies
- Decrease current six-hour requisition-to-acquisition time per hire
- Reduce consultant turnover rate through structured onboarding policies and retention management processes

Solution

A key differentiator for this partnership has been Kforce's on-site engagement manager (EM), whose background includes over 25 years of information technology (IT) management experience. He has served as a central figure to the engagement's success, due to his thorough understanding of the client's unique needs, his skill in managing and mentoring consultants, and a proactive approach to identifying potential communication and workflow issues.

For nearly three years, the EM has served as a liaison between the client lead, the Kforce delivery team, and the Kforce contractors engaged on the project. He has been critical in working with the Kforce account team to drive all screening, hiring, onboarding, training, management and retention efforts.

Due to this collaborative approach, our resources have supported a number of major initiatives for the client, including:

- Updating technologies and operations to meet ICD-10 standards
- Developing an Electronic Data Interchange (EDI) interface with Healthcare.gov
- Implementing solutions for Medicare Advantage Part D

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35 days
saved on talent
acquisition

50
resources
deployed

Outcome

Kforce's engagement model has allowed the payer to overhaul its fragmented hiring processes, and allowed IT leadership to focus on day-to-day operations while establishing a foundation for future success. According to the client's resource manager: "Kforce has taken a lot of the burden from us, from vetting candidates to performing background checks and making sure consultants have their shots. They've [Kforce] eased hiring and retention pain points for us, and allowed us to focus on other critical initiatives for operations and IT."

By implementing our Managed Services solution, the client gained the following:

- Over \$500,000 in cost savings in 2014
- Reduction of time spent on resume reviews, scheduling and interviews from 6 hours-per-hire to 1.25 hours-per-hire
- Savings of over 285 hours (35+ work days) normally allocated to talent acquisition and resource management
- Continuous savings of over \$130,000 in 2015 and 2016
- A decreased overall number of interviews required to fill role to 1.6 interviews per hire
- The efficient onboarding of close to 50 consultants; an increase from the anticipated 35 resources originally needed

Over the past three years, Kforce has elevated our value through the consistent delivery of this scalable talent acquisition and retention program. As a result, the client has improved the way they hire and track their contingent workforce. Serving as a trusted market advisor and strategic partner, Kforce has become ingrained in the client's culture, operations and success across the entire enterprise.

About Kforce

Kforce is a professional staffing and services provider, offering critical support for Health Information Technology (HIT), revenue cycle management and Electronic Health Record (EHR) initiatives. Our portfolio highlights work with more than 100 providers, payers and healthcare service organizations, and a talent network featuring more than 2,000 highly skilled resources across the country.