

JOHNSON & JOHNSON CASE STUDY

Better Experience – Better Candidates – Better Results



THE CHALLENGE

Johnson & Johnson (J&J) was looking to evolve their contingent workforce strategy and was going through an RFP to enhance its managed service provider solution. In this process, they met AMS an industry-leading curation services provider.

J&J wanted to identify ways to improve the candidate journey, introduce higher qualified candidates, and achieve faster timelines for sourcing and selection. The solution also needed to integrate seamlessly with their selected managed service provider.

SOLUTION

AMS implemented its unique direct sourcing team with the inclusion of a talent community technology platform built by TalentNet to enhance the entire candidate experience. Applicants were now enabled to join the J&J Worksense Talent Community.

The TalentNet platform provides access to a variety of interactive features to help the direct sourcing team connect with talent and match to job opportunities. Features within the technology allow candidates to update their profiles, skills, and preferences to optimize the way they seek out contingent opportunities. The direct sourcing team from AMS was able to host and extend Johnson & Johnson's brand across the TalentNet platform, while fully integrating it into the MSP's vendor management system.

Candidate engagement by the AMS curation team includes role introduction calls, pre-screening, interview preparation, application coaching, profile building, and offer management. Each curator creates a seamless application experience tailored to each candidate's interests and situation.

RESULTS

A technology-driven curation process combined with an improved candidate journey resulted in the following performance indicators:



Average time to hire 5 days ahead of our managed service provider target



Fill rate of 2x the expected target



3 quality submissions on average for each role



Average Number of candidates Shortlisted Per Role 1.8



Cost Savings averaging 9.18% against rate card



New Members Joined 373



Interview to Offer Ratio 32.26%



Total Talent Community 4293

Fill Percentage **33.33%**

Submit to Interview Ratio **20.71%**

Average Time to Hire **15.3%**

Average Savings Per Hour **9.18%**