

### About PwC

Every day more than 130,000 people in 148 countries go to work to help PricewaterhouseCoopers' clients succeed. From Dublin to Durban, from Minneapolis to Manila, their job is channeling knowledge and value through their lines of service and 22 industry specialised practices.

PwC's industry focused services in the fields of assurance, tax, human resources, transactions, performance improvement and crisis management have helped address client and stakeholder issues.

### Strategy & Objectives

- To have a one-stop-shop which would allow recruiters to manage all the key elements of recruitment within one system.
- It was vital that the new system delivered a very rich, web-enabled experience to applicants.
- Able to integrate seamlessly with PwC's own award winning website allowing applicants to easily search for jobs, create email alerts to be informed of future positions, create and manage their own account and apply online.
- The opportunity to store and share applicant information and job vacancies between the different parts of the organisation.
- A powerful management information tool was also key.

### Challenges

- To develop a recruitment solution for all of the firm's experienced hire recruitment in the UK, and roll out the solution within three months.

### Selection

- PwC were originally attracted by the fully integrated end-to-end web-based recruitment solution offered by StepStone's i-GRasp.
- StepStone's i-GRasp was appointed to work with PwC on developing a recruitment solution for all the firm's experienced hire recruitment in the UK.
- The solution was to be rolled out in just three months.

### StepStone's i-GRasp Solution

- StepStone is Europe's leading provider of online recruitment services and solutions.
- StepStone's i-GRasp gives recruiters the tools for complete control over all aspects of external and internal recruitment processes.
- Allows customers to operate their own private career sites, covering both external and internal candidates.
- Other clients recruiting with StepStone's i-GRasp solution include: British Airways, Cadbury Schweppes, Cetelem, Essilor, H&M, KPMG, LVMH, Norwich Union, Orange, Oxfam, Royal Mail and Vodafone.




### Key result areas

- The solution went live within three months of the project kick off, on time and on budget – for all of the firm's experienced hire recruitment across the UK (around 1400 people each year).
- Immediate benefits included faster and more efficient recruitment processes, better management and control of all recruitment activities and costs, and the ability to develop a 'talent bank' of potential employees.
- All applications – over 40,000 each month are now made online, allowing recruiters to use i-GRasp to speed up and manage the processes more effectively.
- Within PwC, the recruitment team now analyses costs and identifies bottlenecks in a way that was previously impossible, creating a very powerful way to monitor and improve cost-effectiveness on an ongoing basis.

*The reduction in our reliance on agencies alone has repaid the set-up costs of the solution many times over.*

**Tim Forster, responsible for recruitment systems, PricewaterhouseCoopers**

*One of our key principles is sharing best practice and good ideas – we know that you can be good at recruitment without a hi-tech system, but you can't be good at recruitment with bad processes.*

**Andy Randall, CTO, StepStone Solutions**

### Planning the Roll-out

- Implementing new technology was a catalyst for PwC's recruitment team to revisit their processes and look for improvements.
- They successfully merged a number of different ways of recruiting into one model of best practice to use with the web-enabled solution.
- Andy Randall, CTO, StepStone Solutions points out that *"one of our key principles is sharing best practice and good ideas – we know that you can be good at recruitment without a hi-tech system, but you can't be good at recruitment with bad processes."*
- The solution went live on time and on budget, for all of the firm's experienced hire recruitment across the UK – around 1400 people each year.

### StepStone's Solution at Work

- StepStone's i-GRasp solution handles applications from all PwC's recruitment sources – their website, intranet recruitment site, job-boards, traditional advertising, employee referrals and recruitment agencies.
- When an applicant is hired, the system is seamlessly integrated with PwC's PeopleSoft HR management system.
- Those applying for jobs enjoy a high level of interaction. All applications – over 40,000 each month, are now made online allowing recruiters to use StepStone's i-GRasp to speed up and manage the processes more effectively.
- The technology has cut many of the administrative tasks which means that recruiters have more time for the value-added aspects – meeting and talking in person to both applicants and their own clients within the business.
- Applicants are similarly empowered: they can update their details or upload new CVs, be invited to interviews by email and SMS text messages and can book the interview slot they want, all online.
- Within PwC, the recruitment team now analyses costs and identifies bottlenecks in a way that was previously impossible, creating a very powerful way to monitor and improve cost-effectiveness on an ongoing basis.

### Continual Improvement

- Both Tim Forster and Andy Randall saw the installation of the solution as just the start of the partnership. New ideas and developments both in technology and in the processes are constantly being explored from both sides.
- PwC have been able to easily identify the recruitment agency suppliers who are performing for them and those who are not, and have drastically reduced their overall reliance on costly recruitment agencies.
- New recruitment strategies have been drawn up to take full advantage of the benefits of the technology and produce the best possible return on their investment.

*"You have to see online recruitment as a continuing journey, rather a destination"* says Tim Forster.

### StepStone Solutions

StepStone, a pioneer in the area of online e-Recruitment products and solutions, delivers a powerful complete suite to reinforce each element of the recruitment and retention process from the initial pre-hire attraction of candidates, through on-boarding to Total Talent Management of employees post-hire including HR Management, Performance Management, Compensation Management, Skills & Competency Management as well as Career & Succession Planning, Training & Development Management and Organisational Charting.

StepStone's fully web-based software solutions have been deployed by more than 1000 companies such as Amazon, British Airways, Cadbury Schweppes, Coca Cola, Deloitte, European Central Bank, Lufthansa, McDonald's, PwC, Statoil, TNT, Toyota, Vodafone, Xerox and Yahoo. StepStone's worldwide offices in Europe, North and South America, Asia and Australia, its partners and distributors guarantee customer proximity.

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