

## A DEDICATED RPO DELIVERY TEAM SOLVES TALENT CRISIS FOR LEADING FINANCIAL SERVICES COMPANY

A Chicago-based financial services company specializing in equity derivatives clearing faced challenges in finding and hiring niche technology talent for critical projects. Data-driven solutions and ongoing support were needed to fill vacant roles efficiently and rapidly. The company partnered with The Judge Group using a Recruitment Process Outsourcing (RPO) model to fill 65 roles across various functional areas of the company's business, including niche technology roles, and provide ongoing support and training.



### **THE CHALLENGE:** **A Talent Gap Impacting Business Outcomes**

A leading Chicago-based clearing house struggled to meet its project deadlines and maintain compliance with regulatory requirements due to staffing shortages. The company also aimed to migrate from one of its legacy platforms to a cloud-based solution, which would enhance efficiency, security, and performance. All these projects demanded professionals who not only had niche technology skills such as UI/UX, app development, and systems architecture, among other skills but could work on-site at least 3 days a week. The company's 65 vacant roles for permanent and contract employees went unfilled, thus jeopardizing its ability to complete these critical projects, which had significant cost implications.



### **THE SOLUTION:** **A Dedicated Delivery Team & Data-Driven Approach**

The company partnered with The Judge Group using an RPO model, allowing Judge to operate as an extension of the company's talent acquisition team to handle sourcing, screening, interviewing, and onboarding talent. Judge provided a fully dedicated delivery team from day one, including a project administrator and eight recruiters. The Judge team supported the company exclusively, advising on internal processes and products related to the company's applicant tracking system, conducting daily meetings, and maintaining a real-time reporting dashboard containing all KPIs (Key Performance Indicators) and performance ratios.

With a clear understanding of the company's projects and deadlines, the Judge team utilized a data-driven approach that defined engagement periods, expectations, and success criteria for each of the 65 vacant roles. Members of the Judge team were available on site in Chicago and Dallas where the company operates to handle coordination for the hiring managers and to manage the onboarding process and expectations for both contractors and permanent employees. Additionally, Judge provided equipment, software, and a training playbook before the contracting workforce start date, so work could commence immediately.



### **THE RESULT: On Time Delivery and Exceeded Expectations**

Judge delivered a rate of speed and level of industry expertise that exceeded the company's expectations. By partnering with Judge, the company benefitted from expanded search resources, tools, and highly skilled recruiters, yielding quick and efficient results. As a result, the company overcame its scheduling delays and met its project deadlines. The Judge team filled all 65 roles across various functional areas of the company's business, including technology, and helped the company cut hiring time in half. Judge also provided ongoing support, coaching, and training to the new employees, ensuring productivity and performance.



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