

Scout helps grocery chain **shop for the best search firm**



COMPANY

This leading European grocery retailer operates more than 10,000 stores in 29 countries. For over four decades, they've experienced steady company growth and most recently, expanded to the U.S.

Solutions used

ATS-integrated (SAP SuccessFactors)

Scout Exchange client since 2017

SITUATION

As the grocery chain entered the U.S. market in 2017, they had an immediate need to fill a large number of jobs, but no North American infrastructure to support internal recruiting. As a result, they relied on third-party search firms to fill 65% of their open positions.

The urgency to fill jobs, resulted in a lack of standard contract terms with the search firms, with fees ranging from flat to 35%. The Talent Acquisition process was more chaos than process, making it difficult to develop a favorable employer brand in the U.S. And, the lack of process consistency created strains on Legal, Accounts Payable and Talent Acquisition resources.

GOALS

- Standardize third-party search firm contracts to achieve consistent terms and fees and ensure compliance.
- Create a consistent and positive candidate experience to attract the talent needed.
- Create a streamlined Talent Acquisition process for transparency, simplicity and effectiveness.
- Consolidate the invoices for all third-party searches to relieve the burden on Accounts Payable and understand total spend.

continued



"I can attest that the Scout story is true—and we didn't have to pay a dime. Do yourself a favor and implement Scout for the long term, not only when you have high hiring needs."

*Senior Manager of
Talent Acquisition*

ACHIEVEMENTS

As a result of bringing Scout into their Talent Acquisition process, the retailer:

- Immediately reduced burden on Legal by ensuring contract compliance with all search firms under one contract with Scout.
- Developed, implemented and tested fee structures for job types by geographic location.
- Created a simple and standardized hiring process within their ATS.
- Consolidated all search-firm payments into one invoice from Scout, eliminating a significant burden on AP and ensuring providers were all paid in a timely fashion.
- Achieved the needed infrastructure to grow as their needs dictated.

