

PEOPLEBANK

BUSINESS TYPE:
CONCENTRATION:
LOCATION:
WEBSITE:

Permanent, Contract
Information Technology
APAC
www.peoplebank.com/au

Peoplebank Streamlines International Offices and Increases Efficiency by 300% with Bullhorn

CHALLENGES

- With Peoplebank's legacy system, recruiters experienced lag times of 3-4 seconds per request, which slowed workflow down significantly.
- As all its systems were not integrated, Peoplebank's recruiters had to use multiple platforms, which proved to be highly inefficient.
- Recruiters also wasted valuable time on manual tasks like entering placement data, and Peoplebank required a system that could be automated and customised to its needs.

SOLUTIONS

- Peoplebank boosted productivity and streamlined operations into a single system with Bullhorn.
- Bullhorn allowed Peoplebank to automate critical tasks, decreasing error rates and improving data integrity.
- Peoplebank was able to integrate key reporting applications natively supported by Bullhorn, improving transparency into operations and allowing Peoplebank to expand across Southeast Asia with ease.

BENEFITS

- Peoplebank now has an extremely responsive system that has resulted in incremental time savings and an efficiency improvement of 300%.
- Forced fields and intelligent customisation have improved data integrity, removing duplicate entries and resulting in 7 times less errors.
- Peoplebank now has one holistic system that connects and synchronises all of its international offices.

Peoplebank is Australia's largest information technology recruitment company, specialising in the permanent and contract placement of IT&T professionals across all industries since 1990. With a national network of offices in Adelaide, Brisbane, Canberra, Melbourne, Perth, and Sydney, as well as international offices in Hong Kong, Singapore, and Malaysia, Peoplebank places over 6,000 candidates every year.

Peoplebank's legacy system was a well-known SaaS provider, but it lacked functionality, efficiency, and scalability. With intentions to streamline operations and continue to grow its APAC presence, Peoplebank made the switch to the market leader in recruitment CRM technology, Bullhorn, and the company hasn't looked back since.

Challenges

Prior to Bullhorn, Peoplebank used another Software-as-a-Service (SaaS) platform that was slow and lacked an efficient workflow. Recruiters routinely experienced delays of up to 3-4 seconds after each action and soon became frustrated. As all its systems were not coordinated, Peoplebank wasted valuable time on manual data entry across multiple platforms, which often involved tediously removing duplicate entries. In need of a system that could be secure, reliable, and comprehensive, Peoplebank landed on Bullhorn.

Solutions

Peoplebank chose Bullhorn as its comprehensive CRM, ATS, and collaboration solution, enabling the company to

boost productivity. Bullhorn provided a single holistic system that incorporated all of Peoplebank's internal functions to streamline workflow and save time. Manual tasks became automated, decreasing error rates and improving data integrity. Bullhorn also gave Peoplebank new reporting capabilities, giving the company granular insight into its internal operations and connecting international offices after expansions.

Benefits

Peoplebank has experienced numerous benefits since implementing Bullhorn. The company has streamlined workflow and increased data input efficiency by an impressive margin of 300%. Response times are now instantaneous and error rates have been reduced sevenfold, allowing recruiters more time to focus on revenue-generating work. Data quality has also improved significantly, allowing for more accurate tracking and reporting to keep the international team streamlined and efficient.

The Future

Peoplebank intends to continue to gain efficiencies and grow operations across the APAC region. The creation of measurable and replicable processes is a key priority. National Talent Manager Andrew Rodger believes that Bullhorn is a functional, stable, and, above all, scalable solution that will allow Peoplebank to carry out its mission.

“Our internal processes have improved dramatically since implementing Bullhorn. Its secure and scalable framework has allowed us to have the structure we need in place to expand and synchronise our offices with ease.”

**Andrew Rodger,
National Talent
Manager,
Peoplebank**



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