



NUCLEUS  
RESEARCH

# ALLYO ACCELERATES HIGH-VOLUME HIRING

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## THE BOTTOM LINE

As the economy reopens and hiring ramps back up, organizations face a broad pool of available talent. This, in combination with little time to re-staff, puts a strain on recruiters. AllyO, a provider of end-to-end recruiting and HR solutions, leverages chatbots to automate typical processes surrounding hiring and employee engagement. The AllyO Recruit solution allows recruiters and hiring managers to spend more time attending to value-added tasks outside of screening and interview scheduling, while accelerating the hiring process and engaging candidates. When speaking with AllyO customers, Nucleus found that one organization was able to shorten the time it took to interview each candidate by 5 to 7 days post-implementation, boosting overall hiring efficiency.

## OVERVIEW

Low-wage, hourly positions are often accompanied by high turnover rates, putting significant strain on recruiting and HR managers, particularly in industries such as retail and restaurant. Managers in these organizations often take on multiple roles- for example, many restaurant managers handle hiring in addition to routine floor operations. This, coupled with the constant onboarding and offboarding of employees, can disrupt productivity and lead to poor organizational structure. When managers spend more of their time handling hiring processes such as recruiting, vetting, and scheduling interviews, they are unintentionally neglecting to engage current employees, leading to a further increase in turnover that creates more work in offboarding processes. Additionally, as previously closed businesses reopen, hiring requirements will be unique. Organizations in these already high-volume, high-turnover industries are expected to face a massive influx of applicants, prompting a need to hire the best candidates, with the greatest efficiency, all while maintaining engagement with the talent pool.

## ALLYO

AllyO serves more than 15 percent of Fortune 50 companies across several industries, offering an end-to-end recruitment and HR solution. The vendor leverages artificial intelligence (AI) -powered chatbots to help organizations meet recruiting needs in attracting potential candidates, screening, assessing, and interview scheduling. The vendor also offers automated onboarding, new-hire check-ins, and exit surveys through its engagement bots, allowing a candidate to continue to interact with a consistent point of reference. The solution integrates with human capital management (HCM) suites including Workday, ADP, SAP SuccessFactors and Oracle HCM Cloud. This, in combination with the ability to deploy on job boards, career pages and other candidate engagement tools, allows organizations to ramp up their recruiting technology without having to replace current infrastructure.

AllyO Recruit captures potential hires and screens them with a number of customized questions based on the unique requirements of the employer. The bot then takes an applicant through the application process in a conversational manner using natural language processing (NLP) and integrates with major calendaring systems to send automatic invites directly to hiring managers for streamlined interview scheduling.

## BENEFITS

When speaking with AllyO customers, Nucleus found three key benefits resulting from the deployment of the solution.

### REDUCED TIME-TO-HIRE

By automating the interview scheduling process, AllyO eliminates the wait time associated with using traditional channels such as e-mail for scheduling. The SMS interface increases the rate of response by approximately 400 percent, and because candidates are pre-screened, the likelihood that they are unqualified for the position is decreased, resulting in a consolidated overall process. Additionally, automated interview scheduling through the solution allows both candidates and recruiters to eliminate time spent checking availability and waiting for responses.

**AllyO's SMS interface increases the rate of response by approximately 400 percent.**

### INCREASED RETENTION

Nucleus found that organizations spend an average of 30 percent of an employee's fully loaded cost on recruiting and onboarding. However, this number ranges based on factors such as industry size and type. In high turnover industries such as restaurant, hospitality, and retail, organizations can achieve significant cost savings by leveraging solutions that maintain employee engagement from candidacy to succession. AllyO's Recruiting and HR bots secure the engagement of an applicant throughout the employee lifecycle, from the initial capture through a job board or career page, to the many questions that employees face on a day-to-day basis.

### AVOIDED IMPLEMENTATION COSTS

While AllyO can be utilized as a standalone product, its typical use case is as an extension of a full-service HCM platform or applicant tracking system (ATS). By being able to seamlessly integrate with these solutions, AllyO can enhance an existing solution without having to overhaul it. Additionally, it does not require the expansive training costs that typically come with the deployment of a new solution. Upon an analysis of past ROI case studies, Nucleus found that standard HCM cloud suite deployments can cost midsized and enterprise organizations \$30,000-300,000 in training expenses based on factors such as the number of employees using the solution and modules implemented.

# CUSTOMER EXPERIENCE

## SECURITY ORGANIZATION

This global security organization is based in the United Kingdom but operates in more than 90 countries, including more than 85 offices in the United States, and has been using AllyO for approximately 4 years. The organization had previously used a standalone ATS to source candidates. Prior to deploying AllyO Recruit, it would take 5 to 7 days between the time a candidate is reached out to by a recruiter and when the interview is conducted. By completely automating the back and forth between a recruiter and candidate, this time is eliminated, significantly reducing new hire time-to-productivity. The organization implemented AllyO's new functionality for video interviewing early this year and has been able to maintain hiring numbers amid lockdowns resulting from the Covid-19 pandemic. Additionally, custom screening questions through the bot have led to an increase in qualified applications.

## RETAILER

This US-based retailer has more than 300 locations, employing more than 30,000 staff. Prior to implementing AllyO 2 years ago, the organization wanted to increase efficiency in its hiring process, particularly in interview scheduling. However, some store managers preferred using the organization's iCIMS ATS and manually reaching out to candidates, a process that typically takes 15 to 20 minutes of manager time per candidate. The retailer ultimately decided to deploy AllyO Recruit to all locations to serve as an enhancement to its existing ATS and allow managers to automate their interview scheduling process and spend more time attending to floor operations. AllyO has also allowed the organization to add health screening questions to their applications, which has been helpful amid the new health regulations that retailers are facing while reopening.

## STAFFING AGENCY

This staffing agency is based in the Midwest and has approximately 1,500 internal employees and more than 30,000 temporary employees across the United States. With a high volume of temporary employees continually going through the system, the organization needed a way to save recruiter time spent reviewing applications and scheduling interviews. The organization deployed AllyO Recruit early this year and has since been able to leverage automation provided by the solution to eliminate this time. When speaking with the organization, Nucleus found that the base time savings resulting from implementation are five hours per week per recruiter. However, this number significantly varies based on factors such as the position, how many openings there are, and skill

requirements. Additionally, the AllyO recruiting bot allows the organization to automate back-and-forth communications between recruiters and candidates, ensuring timely responses and maintaining engagement.