# Case Study :
## Online Hiring

**gulfcoast**
solutions

# The **Customer**

The customer is a premier specialty turnaround services provider for the refining, petrochemical, and power industries whose specialties include mechanical, specialty welding, catalyst, tower, drum, fabrication, refractory, and more.

# The **Challenge**

The customer was experiencing rapid growth in a predominately labor-based business. Increasing project demand resulted in the company experiencing major delays in manning up key jobs.

Due to the manual process, the customer was experiencing backlogs at the hiring and processing office, leading to frustrated employees and candidates.

**gcs**

## The Solution

- Leveraging the Mach1 Framework, the Gulf Coast team created a digital hiring application that provided access for both home users and for users coming into the office via a kiosk.

- Employees would fill out the paperwork through the portal or the kiosk and submit for review through an automated process to check and resolve common errors.

- The processor would only review the successful submission and verify the paperwork, which usually took less than 15 minutes.

- Because employee was in/out so quickly, this created a much better relationship with the employee prior to him/her even beginning employment.

- Using Mach1 framework reduced total project time by 50%, saving the customer an estimated $150,000 in project costs.

# The **Metrics**
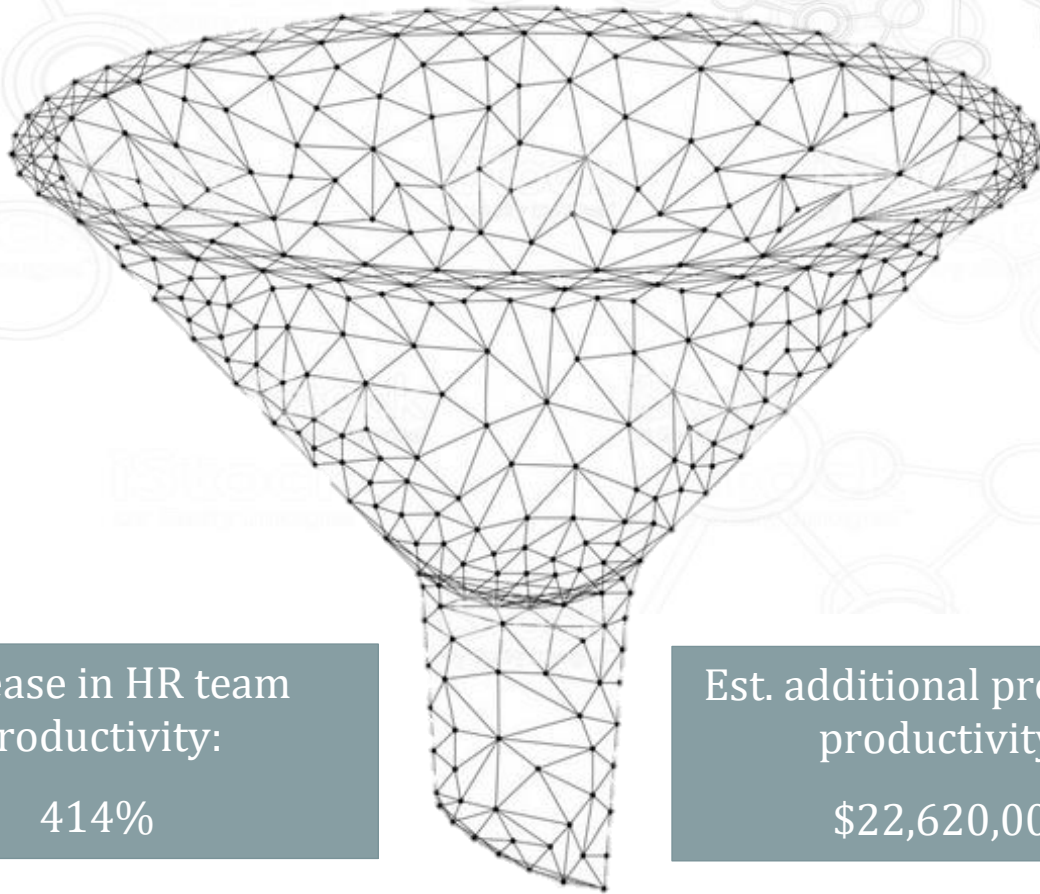


| | |
|---|---|
| Increase in HR team productivity:<br><br>414% | Est. additional profit from productivity*:<br><br>$22,620,000 |

| BEFORE | AFTER | | |
|---|---|---|---|
| 3 | 0.5 | → | Time per employee (hrs.) |
| 175 | 900 | → | Average hires per month |
| $19.50 | $19.50 | → | Average hourly cost per processor |
| $58.50 | $9.75 | → | Total cost per employee |
| 2,100 | 10,800 | → | Yearly # of employees processed |

*Assuming 25% to field, 13 weeks per year, $20 hr. margin per hour.*
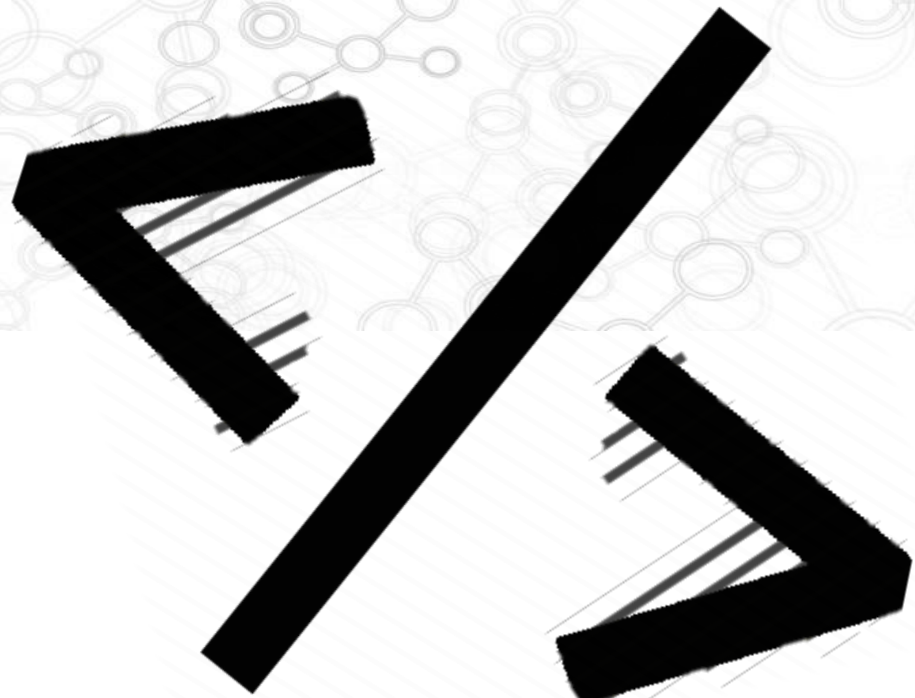
# The **Technologies**

.NET MVC

.NET Core

JavaScript

RequireJS

Bootstrap

Microsoft SQL Server

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