eSkill

Pre-Employment Tests Help ITC Increase Candidate Retention By 15-20%

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Information Technology Coalition, Inc. (ITC) is a global services provider based in Alexandria, VA, that delivers business and technical solutions to U.S. civilian, intelligence, and defense clients such as the Department of State, Department of Homeland Security, NASA, FEMA, the FBI, and the U.S. Coast Guard.

The Situation

ITC was not using pre-employment tests and had always relied on paper-based tests.
However, the management team began researching and evaluating pre-employment testing solution providers when ITC acquired a new contract with a client that required skills tests for data entry positions to assess typing speed and accuracy.

The Solution

A program manager who was new to ITC had used the eSkill Talent Assessment Platform at another company. After evaluating eSkill and several other solutions, the other team members agreed that eSkill offered the best value because it included an extensive library of job- and subject-related skills tests that met the new client's needs, including typing tests and simulations for MS Excel and other commonly used computer applications.

They saw that they could help clients streamline their entire hiring process and reduce time-to-hire because it was possible to screen and evaluate large volumes of candidates and instantly identify the candidates who were the best qualified for each job. They also saw that they could use the eSkill Talent Assessment Platform to help clients create customized onboarding plans for new hires as well as individualized employee development programs and staff training on new processes and procedures.

The Implementation

ITC implemented eSkill for the new client and worked with its eSkill account manager and dedicated assessment expert to integrate it with iSolved, the client's applicant tracking system (ATS).
The management team was impressed by how easy it was to implement and deploy the eSkill Talent Assessment Platform, and how easy it was for the staff to learn as they began to use it on more contracts such as the United States Immigration Services (USCIS), U.S. Customs and Border Protection (CBP), and the Drug Enforcement Administration (DEA).

As Karen Farley, HR Manager said, "The platform has been easy to use and implement on our contracts. We are very happy!"

The Results

After implementing the eSkill Talent Assessment Platform, it was evident that the pre-employment testing process was quicker and easier for both candidates and hiring managers than it was previously. In fact, ITC saw an immediate difference in candidate retention during the hiring process because the testing process was easier and more efficient.

As Farley explained,

> *eSkill's testing interface is much easier for our candidates to use and has increased the number of candidates who choose to take the tests and move on in the hiring process. Previously, we would lose 10-15% of candidates at this stage because the testing portion was difficult to understand or too tedious to complete."*

Karen Farley, HR Manager

turnover decreased by

15-20%

Turnover has also decreased by 15-20% because HR managers can choose from a large assortment of prepared tests and questions in the eSkill Test Library to create pre-employment tests that truly reflect candidates' and employees' abilities.

Based on its experience with the eSkill Talent Assessment Platform, ITC soon plans to implement an Excel testing program for accounting positions for another contract later this year.

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To learn how you can leverage eSkill to improve your hiring process and reduce costs, please request a demo.

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