

eSkill

Charger
logistics inc



**Charger Logistics Used Skills Tests
to Reduce Hiring Costs by 30% and
Time-to-Hire by 33%**

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Charger Logistics Inc. (Charger) is a commercial transportation company headquartered in Brampton, Ontario, Canada. It specializes in providing dedicated truckload, expedited freight, temperature-controlled shipping, specialized haul, and brokerage and drayage solutions to over 900 small, mid-size, and Fortune 500 companies in a variety of industries.

Charger was founded in 2003 with a single truck and has grown into a tier-1 carrier with a fleet of over 800 trucks and 2,000 trailers, including reefers, dry vans, chassis, flatbeds, and step decks. It uses cutting-edge, IT-integrated software to ensure on-time delivery of shipments and provides comprehensive network coverage throughout the United States and Canada.

The Situation



Charger wanted to improve its ability to evaluate candidates' computer skills and cognitive abilities so it could simplify its applicant screening process as well as reduce hiring costs and time-to-hire.



The human resources (HR) team was using the SkillCheck Testing System to manage skills tests and cognitive assessments, but decided to evaluate other solutions because they only had access to a limited number of tests and because they felt the cost was too high to justify the value they were deriving from the solution.



They did not have the option to carry forward tests forward to a new subscription when an existing subscription expired. Also, they could only use pre-prepared assessments and did not have the option to customize skills tests to fit specific job requirements.

The Solution

Charger evaluated several pre-employment testing solutions, including eSkill, HR Avatar, EmployTest, Staff Testing, and Total Testing. The HR team chose eSkill because of its extensive test library and because it gave them the flexibility to transfer existing skills tests to a new subscription. It also offered better value because the subscription was based on a 12-month period as opposed to a calendar year, and because it offered maximum customization capabilities.

The HR team could opt to use a pre-prepared skills test or create a completely new employment test by choosing questions from one or more subject- or job-related tests. They could even add their own questions if they wanted.

eSkill offered workable solutions in response to questions we had during the discovery phase about the types of and numbers of tests as well as subscriptions and pricing, and has helped us improve productivity by enabling us to evaluate candidates' skills and cognitive abilities.

Gurpreet Kaur, Talent Acquisition Specialist

The Implementation

Charger had taken advantage of the opportunity to “test drive” eSkill by signing up for a demo so the HR team could try all the features and see all the available options. When they implemented eSkill, they worked with their account manager and dedicated assessment expert to set up skills Tests that would help them easily identify the best candidates for each job.

Since jobs required differing levels of skills and experience, the team created assessments to test for beginning, intermediate, and expert proficiency. All applicants were sent skills and cognitive tests to complete. The HR team could then easily sort the results and quickly move candidates who scored 70% or better to the next stage of the hiring process.

The Results

Since implementing eSkill, Charger has been able to decrease screening time by 40% by eliminating applicants who do not meet the requirements specified for the job role. Ramp-up time for new hires has also decreased because skills tests help the HR team identify candidates with the right skills and experience.

New employees can adapt to their roles easily because they can quickly grasp new software applications and learn job-related processes and procedures. This has helped Charger improve productivity, increase its employee retention rate to 95%, and reduce hiring costs by 30%. Charger also reduced time-to-hire by 33% from application submission to job offer, and reduced the time required for applicants to complete the skills tests and cognitive assessments.

Charger's future plans include using eSkill internally for employee development so the HR team can easily identify skills areas where employees are strong and pinpoint areas where they need more training. This will enable them to build an internal talent pool as well as find employees who are ready for new challenges, or could be with additional training and development.

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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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