

CASE STUDY

Journeyfront helped Everise reduce hiring costs by 65%, time to hire by 50%, and first 60-day turnover by 29% through hiring optimization and automation



COMPANY

Everise

INDUSTRY

Insurance / BPO

JOB FUNCTION

Licensed Insurance Agents

PROBLEM

Accelerated hiring demands leading to high hiring costs and quality of hire issues

OUTCOMES

- ✓ **65%** reduction in hiring costs
- ✓ **50%** improvement in time to hire
- ✓ **29%** reduction in 60-day agent turnover

Background

Everise is a global BPO that hires thousands of healthcare-related insurance agents across the US each year.

The Challenge

Everise was experiencing rapid growth, which required hiring a high volume of licensed healthcare insurance agents on tight deadlines. This resulted in escalating hiring costs as significant portions of the hiring process were manual and ineffective. Their prior assessment solution had not helped drive the efficiencies or outcomes desired due to limited customizability.

The Journeyfront Solution

Working closely with Everise, Journeyfront designed a hiring process to meet the hiring needs with insurance agents. It included a short pre-screen step for filtering, followed by automated triggers to advance candidates to more advanced assessments such as insurance-specific job simulations and job fit assessments. Candidates that passed were routed to self-schedule an interview leading to final offers and processing.

Previously, changes to Everise’s hiring process were based on anecdotal evidence at best. However, working with Journeyfront, Everise was able to create an automated feedback loop between their hiring data and post-hire outcomes, such as turnover and performance KPIs. This has allowed Everise to make continual data-driven improvements to the hiring process based on unique client insights.

Results

The enhanced screening and automation deployed across Everise’s global hiring process allowed the organization to reduce hiring costs by 65% and time to hire by 50%, leading to significant cost savings.

First 60-day turnover also fell by 29% over the same period, driven by a more effective, data-driven selection process.

