KWANTEK

INDUSTRY CASE STUDY:

Vernon Security

Implementation of a Fully Integrated Hiring System
Introduction of an Onboarding System

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Kwantek provides an integrated solution for managing the entire prehire process. The method offers a paperless, web-based software system that facilitates candidate interaction and departmental functions from requisition to hire. The Kwantek Operating Style Assessment is a key component, ensuring responsive job candidates. The integrative system dramatically decreases the time and resources needed to make efficient and effective hires and demonstrates significant impact on turnover. The following components of the integrated system join in Kwantek's Software-as-a-Service (SaaS) solution:

- Proprietary online operating style assessment
- Standardized process for all applicants
- Real time results delivery
- Documentation, metrics, and reporting

The complete Kwantek system is referred to as the Integrated Applicant Tracking Solution (iATS).

COMPANY PROFILE

Vernon Security is a growing dynamic security company of 150 – 200 employees located in Paramount, CA. Offerings include services in Medical, Commercial, Residential, Manufacturing, Education, and Logistics sectors including security guards, patrol service, parking management, 24/7 dispatch, and executive protection. It was founded in 1994 and has been partnering with Southern California clients for twenty years.

Vernon Security began using Kwantek's Integrated Applicant Tracking System in October of 2013, and will be applying the Onboarding program in May of 2014.

APPLICANT QUALITY

As a result of using the Integrated Applicant Tracking System, Vernon security is seeing a higher quality candidate, and experiencing less turnover. During the time using the Applicant Tracking System, only two people left voluntarily, and there were no terminations. Those who did leave were not part of the Applicant Tracking System. During the previous months, 7 terminations occurred.

TURNOVER RATE

As a result of the Applicant Tracking System, Vernon Security is experiencing a turnover rate of only 1.4%.

REDUCTION IN ADMINISTRATIVE TIME

Vernon Security uses a relatively low-cost system for posting job openings by listing them on Craigslist.com, Hire a Hero, securityjobboard.com, and careerinfosecurity.com. The Human Resources department would spend 4 hours a week going through emails and scheduling interviews. Each interview would take 10-15 minutes. With iATS, a phone interview was added. With an average of 20-30 interviews a month, the time has reduced significantly.

Before iATS	After iATS
Processing and scheduling: **16 hours** Interviews: **7.5 hours** Total: **23.5 hours/month**	Processing and scheduling: **8 hours** Phone interviews: **2.5 hours** Face-to-face interviews: **5 hours** Total: **15.5 hours/month** Time saved: **8 hours/month** (one work day)

INCREASE IN HIRING

Top quality candidates have resulted in more candidates who go through the iATS :

Before iATS	After iATS
1 out of 10 interviews hired	7 out of 10 interviews hired

COST SAVINGS

There has been a significant reduction in materials since all applicant information and onboarding packets are handled online. Sufficient staffing of security guards means no overtime is necessary.

ADDITIONAL BENEFITS

Since all information is now online, account managers are able to review and get the best candidates for their job sites. Thus, the quality of the hire is increased due to the account manager's in-depth knowledge of the position.

INTRODUCTION TO ONBOARDING

Vernon Security has just introduced Kwantek's Onboarding solution as of May 2014. This study will follow their experience using the program, and will highlight the results monthly. Initially, the company has the following expectations as a result of using the Onboarding solution:

- Benefits include:
    - Significant time savings on manual data entry, since all applicant information will come over electronically.
    - Significant cost savings on materials, especially paper, since any piece of the hiring packet can move quickly over to a desktop filing system, and be able to stay in an electronic format.
    - Ability to see how computer literate the applicants are, since all information is entered online.
    - Since employees will get a hiring packet emailed ahead of time, they will be receiving an hour more of training on their first day instead of using that time to review and save paperwork.

- Other expectations include:
    - More one-on-one time with employees without having to rush through
    - More training time since HR staff will not have to step away for hiring
    - Better placement of employees at sites where they will thrive and have a greater likelihood for success

Kwantek will continue to monitor and report the progression of the Onboarding Solution at Vernon Security regularly.