



CASE STUDY

LiveHire's best-of-breed solution and ability to integrate with a full tech stack enabled Hostplus to streamline their hiring process significantly.

Company Background

Hostplus is an industry superannuation fund for the hospitality, tourism, recreation and sport industries in Australia. Hostplus has more than one million members and \$50 billion in funds under management, making it one of the largest superannuation funds in Australia.

Challenge

Prior to implementing LiveHire, Hostplus used recruitment software which was very slow, clunky and dysfunctional. The user experience suffered due to an outdated system design, such as requiring multiple clicks to perform simple tasks and limited options to track data and analytics. There was lots of frustration and repetition for candidates, having to upload the same documents and information multiple times. The system also lacked the ability to provide data insights which prevented Hostplus from having basic visibility over essential market data such as salary expectations. Hiring managers were not able to use the system and it couldn't be integrated into the rest of their HR tech stack.

Results At A Glance



48%
candidate response rate compared to 30% benchmark



4 mins
median response time via SMS



95%
notification rate of unsuccessful candidates

Solution

Hostplus noted that having as few barriers as possible in their recruitment process was extremely important – so LiveHire's outstanding user experience was an important feature. Both hiring managers and candidates found the system far easier to navigate, resulting in a 100% Talent Pool conversion rate compared to only 19% from job boards. LiveHire's 2-way SMS communication received excellent feedback from candidates – an important metric for Hostplus as a superannuation fund, as they could potentially lose out on potential customers if candidates have a negative experience on their platform.

LiveHire's analytics dashboard is another feature which had a significant impact on Hostplus' recruitment process. Because of the lack of visibility and data in their previous system, Hostplus had a lot of difficulty in benchmarking salaries against both candidate expectations and industry standards. This adversely affected their employee value proposition (EVP), and meant candidates who fell outside the salary offer band were automatically excluded from consideration. This reduced the number of potential candidates significantly and resulted in a poor candidate experience. LiveHire's analytics dashboard enabled Hostplus to access salary data quickly and easily, helping develop a great EVP based on real-time data. In a climate where the fight for talent is more competitive than ever, offering a salary in line with the market and candidate expectations is more important than ever.

LiveHire's best-of-breed solution and ability to integrate with a full tech stack enabled Hostplus to streamline their hiring process significantly. Prior to implementing LiveHire, Hostplus did not have a centralised system to save essential information such as job ads, candidate references and more. This slowed down the recruitment process considerably and meant that information could not be easily accessed across the business. LiveHire's ease of use and top-down visibility allows Hostplus to save all essential documentation in one centralised system, meaning the recruitment team can select which information is quickly and easily accessible to hiring managers and HR. This saves valuable time and significantly reduces their time to hire.



We have had our first hire via a talent pooled candidate last week which was great news, and many of my hiring managers who are using the platform are loving it and the transparency they now have. Reporting is also giving us invaluable insights, particularly when I need to champion for a higher salary as I can use metrics already in the system for previously recruited positions as my guide.

– **Stuart Fletcher**,
Talent Acquisition Lead at Hostplus

