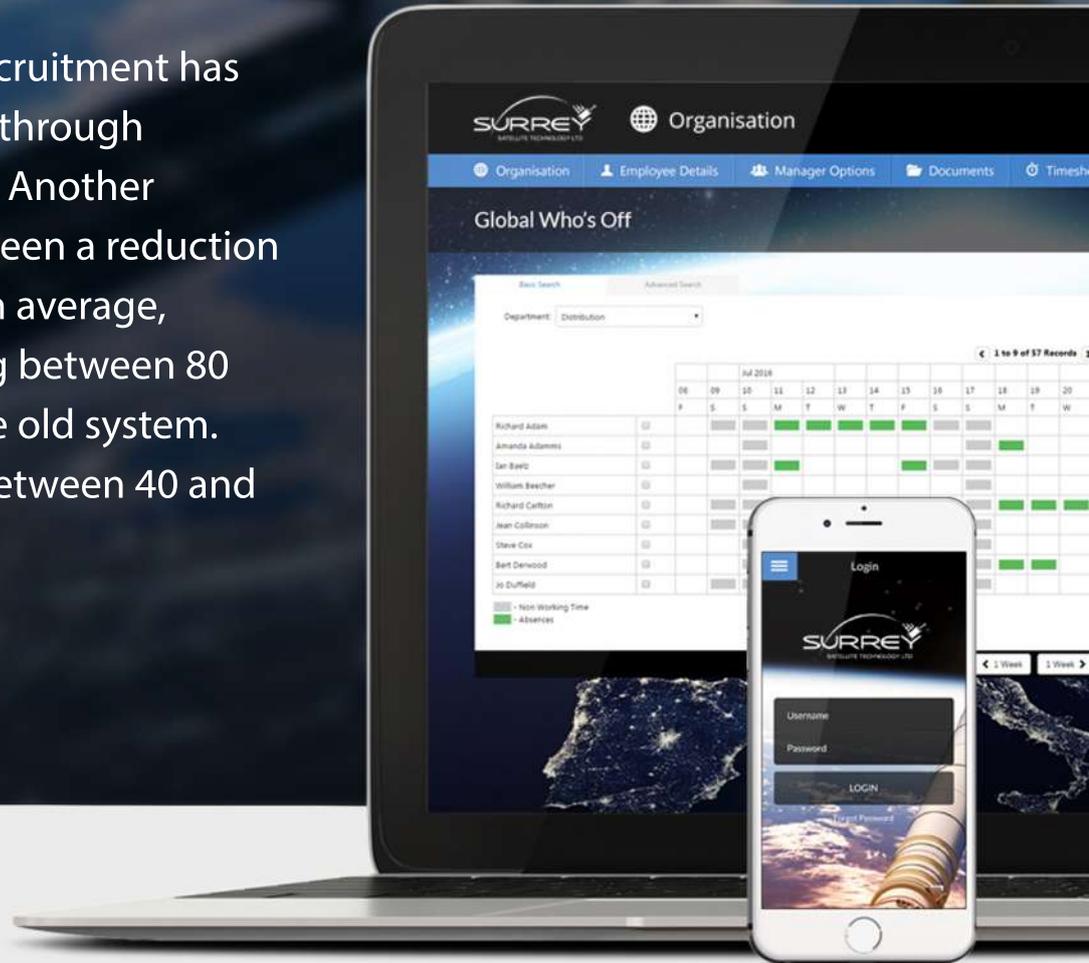


CIPHR

ALL ABOUT PEOPLE

CUSTOMER SUCCESS STORY

“The cost of our recruitment has significantly reduced through implementing CIPHR. Another massive benefit has been a reduction in our time to hire. On average, vacancies were taking between 80 and 100 days with the old system. Now, time to hire is between 40 and 60 days.”



ABOUT SURREY SATELLITE TECHNOLOGY LTD

SSTL has been delivering small satellite missions for 30 years – longer than anyone else in the world, giving them the experience to justify their reputation as the world's premier provider of operational and commercial satellite programmes. SSTL is an independent British company within the Airbus Defence & Space group.

- Developing satellites 30+ years
- World class engineers
- Independent british company
- Over 500 employees

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WHAT DID SURREY SATELLITE WANT FROM THEIR RECRUITMENT FUNCTIONALITY WITHIN THE CIPHR SYSTEM?

“We were managing all of our recruitment through Outlook which made the process long-winded and somewhat unreliable. With so many applications and CVs coming into our inbox we were at risk of losing applicants’ communications in the mix. Responding individually to each applicant was time-consuming and we had no means of logging applications because we didn’t have a jobs database. Also, the job applications were difficult to compare because they were received in various formats and with differing content. An impending recruitment drive meant that the challenges were only going to get more acute and CIPHR held the key for our future recruitment needs.”

HOW CIPHR ENHANCED RECRUITMENT PROCESSES

The recruitment drive saw the volume of applications accelerate considerably with around 30 to 40 vacancies to fill at any given time. These ranged from administrative support and reception roles, all the way to senior project managers and lead engineers, both permanent and contract.

CIPHR’s recruitment functionality offered a host of exciting features to Surrey Satellite, giving the team a single database in which to record and log all applicants. Online applications ensured that all applicants presented their information in standard. This made it easier for the recruitment managers to read CVs, then compare and contrast applications.

“The talent pool side of CIPHR was very interesting to us. It meant that we could keep applicants’ details on file for future consideration even if they were not wholly suitable for the role for which they had applied. This is incredibly important on the engineering side of the business where so many positions within the teams vary only slightly. We are now able to refer back to them where before they would simply have disappeared into an archive, never to be seen again.”

THE RESULTS

Although CIPHR is used both for direct recruitment purposes by the Surrey Satellite team and by recruitment agencies that have access via their own CIPHR recruitment portal, reliance on agencies has diminished considerably since its implementation.

“Although we’ve spent the same amount in recruitment, we have recruited a lot more people. Had we been doing it the way we were before, where 90% of our recruitment was done through agencies, our spend would have been about 70% higher than it is today. So, overall and in real terms, the cost of our recruitment has significantly reduced through implementing CIPHR. Another massive benefit has been a reduction in our time to hire. On average, vacancies were taking between 80 and 100 days with the old system. Now, time to hire is between 40 and 60 days. That’s down to the fact that all CVs are in a single place, making shortlisting far simpler and enabling us to set up interviews quickly and efficiently. Candidates are processed through CIPHR with ease. It has also reduced the recruitment team’s time to hire significantly, saving time and cost internally and enabling the team to focus on other activities within the organisation.”

In the 11 months that CIPHR has been managing the Surrey Satellite recruitment drive a total of 120 vacancies have been published for which 3,789 applications have been received, 638 interviews arranged and 196 positions offered. This included applications for the Surrey Satellite annual graduate programme for which the company receives as many as 250 applications to fill just five positions.

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Implementation of CIPHR has been welcomed by the regular recruiters within the company who gave positive feedback from the start. Training consisted of a workshop with CIPHR and the system proved to be incredibly intuitive, logical and easy to follow, requiring little further support. "It's been a breeze from the initial talks about our requirements right through to the go-live. It's a great system."

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