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NEW ABERDEEN GROUP REPORT CO-SPONSORED BY VANGENT HIGHLIGHTS KEY RECRUITMENT PROCESS OUTSOURCING (RPO) BENCHMARKS AND BEST PRACTICES

Chicago, IL, Mar. 24, 2009 – Vangent, Inc., a leading provider of results-oriented human capital and talent management solutions, announced its co-sponsorship of the Aberdeen Group’s Research Report *RPO in 2009: Driving Cost and Quality Improvements*. As HR organizations seek to improve metrics associated with cost, quality, and efficiency, the recruitment process is fertile ground to achieve such gains. This report outlines key measures for RPO success along with best practice strategies to reach top performance levels.

In the report, *RPO in 2009: Driving Cost and Quality Improvements*, Aberdeen used three key performance criteria to distinguish Best-in-Class organizations: 1) Time-to-fill (a measure of process efficiency); 2) Hiring manager satisfaction (a measure of candidate and new hire quality); and 3) New hire retention (a measure of new employee fit and retention). While cost-per-hire was not used as a Best-in-Class qualifier, on average, Best-in-Class organizations reduced this metric by 48%. The report, which provides a number of actionable recommendations, includes a case study on how Vangent’s client, Extra Space Storage, improved quality of hire while streamlining its hiring processes with a tailored RPO solution.

The study captured data from more than 200 executives; however, the analysis was primarily focused on the 100 organizations that were valid consumers of RPO. The following differentiating and critical success factors have emerged among Best-in-Class RPO organizations:

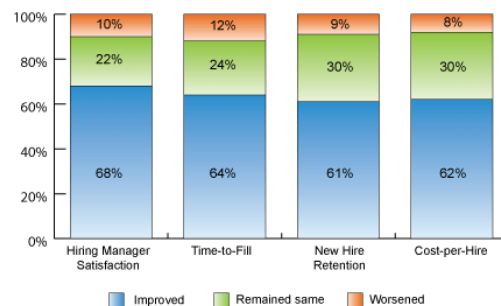
- **Best-in-Class** companies increased new employee retention on average by 55%
- **Best-in-Class** companies improved hiring manager satisfaction on average by 67%
- **Best-in-Class** companies decreased time-to-fill open vacancies on average by 60%
- **Best-in-Class** companies improved offer acceptance ratio on average by 46%.

The report also points out the criticality of onboarding and retaining top talent. “The pressure to find the right people with the right skills, and the ability to have talent that helps an organization adapt to the ever-changing business landscape are the Top Two external factors driving organizations to pursue or continue pursuing RPO,” says Jayson Saba, *Senior Research Associate, Aberdeen Group*.

“RPO represents a great opportunity for organizations to drive value not only within the HR function, but across the enterprise,” stated David Fabianski, Senior Vice President and General Manager of Vangent’s Human Capital business. “The key lies in determining and measuring the metrics deemed most critical to both the HR organization and the line of business. At Vangent it has been our experience in working with clients that it is both quality of hire and operational efficiencies that lead to RPO success, not one at the expense of the other.”

This report will be featured at the Vangent co-sponsored Aberdeen Human Capital Management Summit in Atlanta March 24th and 25th, 2009. To download a complimentary copy of *RPO in 2009: Driving Cost and Quality Improvements* courtesy of Vangent, click [here](#).

Year-over-Year Performance of Organizations that Currently Outsource Recruitment



Source: Aberdeen Group, February 2009

About Vangent, Inc.

With over 5,500 employees worldwide, Vangent, Inc. is a leading global provider of Consulting, Systems Integration, Human Capital Management, and Business Process Outsourcing services to the U.S. federal and international governments, higher education institutions, and corporations. Through Vangent’s Human Capital products and services, thousands of clients have successfully improved their workforce acquisition, development, and advancement. From industry-leading selection and hiring solutions, to best of breed learning, organizational development, and talent management solutions, Vangent helps clients achieve the greatest return from their human capital. To learn more, visit www.vangent-hcm.com.