



Thomson Reuters Slashes Time and Cost-to-Hire with Hired

THE COMPANY

Information Technology and Services

New York, New York

Hired customer since June 2017

Many people think of Thomson Reuters as a news agency, but according to Graham King, Global Head of Talent Acquisition and Enterprise Technologies, more data passes through the company's servers daily than any other company in the world.

With over 45,000 employees in 100+ countries across the globe, Thomson Reuters provides professionals the intelligence, technology, and human-expertise they need to find trusted answers. In 2017, Thomson Reuters announced the expansion of their Canadian operations with the creation of a new technology center in downtown Toronto, Ontario. They plan to create 1,500+ technology and operations jobs in the coming few years, starting with an initial tranche of 400 roles at the new center focusing on emerging skills such as cognitive computing, data visualization, cloud and core platform development.

16 hires

in 5 months

3K

per hire

35 days

to hire

THE CHALLENGE

Active candidate discovery in the face of rapid growth

Thomson Reuters prides itself on its ability to offer developers a wealth of opportunities to grow within the company. "The opportunities to move within the company, and master every skill, from software engineering to machine-learning, AI and natural language processing—to name but a few—are endless," shared King.

Because of the excellent work environment and attractive benefits offered by Thomson Reuters, converting candidates was relatively easy, but discovery still remained a huge challenge—particularly when the new technology center was launched in Toronto in 2017. "We've always been a company with technology at our core, but we've traditionally acquired our skills through acquisition. In recent years, we've pivoted toward hiring for new technical skills, which required us to build connections with a new type of talent."

Why Hired?

Because of the multitude of recruiting solutions on the market, it was important for King to run tests before deciding on a solution. “We really pressure test and kick the tires on anything new,” said King. “It’s got to be compelling and it has to deliver.”

And with a heavily metric-based approach to Talent Acquisition, it was important for King to measure a recruiting solution’s ROI in a variety of ways. “In terms of what we measure, it’s quality of hire, speed of hire, and cost to hire. We’re constantly measuring

our recruiting effectiveness, and the effectiveness of our sources against each other.”

In the end, Hired’s unique ability to provide high quality, active candidates—with very specialized technology skillsets—made Hired an attractive vendor to work with. “Hired cuts through the noise by delivering high quality candidates that are engaged and ready to move. And you’re in the area where we’re looking for the most difficult to find candidates, so it’s a double win.” said King.

REAL RESULTS

Better insight into performance

In addition to helping Thomson Reuters deliver recruiting results, Hired helps the company better understand the scope of talent by providing deep insight into candidate skillsets, motivations, salary expectations, and more. “The profile information is engaging from a recruiter’s perspective, and gets you looking deeper.”

In addition, because Hired provides the personalized support of an Account Manager, King gets insight into performance, and can actively target ways to improve the results across his team. “My weekly meeting with Ryan is essential—I don’t miss it. We think we have a rich vein of talent we can hire for in Hired, so that meeting is essential for us to understand the engagement. Ryan helps us see on a weekly basis who’s the best user, or who’s getting the best bang for their buck.”

Faster time-to-hire

In the last few months of 2017, Thomson Reuters made 22 hires in Toronto, London, and DC through Hired.

“Hired has been helpful in speeding up the process. The only thing that slows our team down is the speed with which we can put candidates through the process on our side. We’ve got down to about 35 days to hire, from first engagement to acceptance—and we’re hiring for the hardest-to-fill roles with the hardest-to-find skills.”



Graham King
Global Head of Talent Acquisition and
Enterprise Technologies, Thomson Reuters

Higher quality pipeline

Because of the high pipeline quality Hired provides, King’s team has been able to bring on top performing employees that can hit the ground running, and make noticeable contributions within the organization quickly. “I look at the quality of the people we’re bringing in, and the quality of their work, and the work that’s getting done in Toronto is some of the highest quality work getting done quickly and well. When my people—the people we bring on board—are successes from day one, that’s a big win for us as a company.”

“Not only do these people move rapidly, but they are also highly competent. We’re reaching out to 50–60% of the people on the platform because they match the people we’re interested in hiring.”