



### **Auckland District Health Board Achieves Cost Savings and Improved Productivity with Taleo**

The Auckland District Health Board (ADHB), New Zealand's largest public healthcare provider, was created on January 1, 2001 following new national legislation that created district health boards to be both a provider and funder of health services to their particular populations. ADHB is responsible for funding the delivery of health services by providers such as general practitioners, Maori and Pacific groups, pharmacies, laboratories, dental services and mental health providers, as well as its hospital and community services.

Auckland District Health Board Recruitment Center Manager Jayne Cobham stated, "Today, New Zealand has 21 district health boards responsible for managing funding for multiple regions and other processes for a population of nearly four million. It was clear to us that we needed the most advanced staffing solution to provide technology and services that would help to attract, retain and redeploy talent in real time across our organization." She added, "With Taleo, we have improved the quality of our external recruiting and internal mobility management processes. We are finding quality candidates while reducing costs and improving productivity and communication throughout our organization."

Auckland District Health Board Chief Executive Officer Garry Smith commented, "We knew prior to selecting Taleo as our workforce management solution that we needed to automate our staffing process and make it more efficient." He continued, "In one year since implementation, we have reduced our recruitment agency and media costs by around 40 percent and have improved our communication with our external candidates and internal employees. We are able to measure and report on many of our workforce initiatives for the first time using solid metrics and results," continued Smith.

### **Configurable Technology and the Right Services to Support the Business**

Prior to implementing Taleo, ADHB's staffing process was manual and decentralized. In general, the organization was lacking a comprehensive reporting system and wanted to have the ability to track fill rates for vacancies on an enterprise basis. ADHB also wanted the ability to pre-configure and define every step of the process while drawing on best practices provided by Taleo. Cobham also noted that the team was looking for a more cost effective process overall.

Cobham stated, "We really need solutions that are easily configurable for approvals, posting, interviewing, hiring and also engender accountability. The implementation process with Taleo was smooth and the consultants made it their business to know our business and, today, provide us not only best practices, but also concrete results."

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**Garry Smith**  
Auckland District Health Board  
Chief Executive Officer

## TALEO CASE STUDY AUCKLAND DISTRICT HEALTH BOARD

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### **Recruitment of Nurses**

Taleo solutions are highly configurable, allowing ADHB to effectively recruit registered nurses and healthcare assistants for its nursing bureau. This enables them to efficiently manage the organization's casual workforce. Now, with a comprehensive database in place through Taleo solutions, ADHB is recruiting nurses to its casual work pool faster and more efficiently.

“In addition to our success in recruiting casual nurses more efficiently, overall, our Careers website is more professional. More people are going online to our site, leaving profiles and applying for jobs, which helps with overall branding. Importantly, it provides a better experience for outside candidates. Without Taleo we would lose this.”

*“We worked closely with Taleo’s consulting team who had the best practices and processes in mind and ensured this redeployment effort was a successful one.”*

#### **Jayne Cobham**

Auckland District Health Board  
Recruitment Center Manager

Taleo offers around the clock support. Today its solutions are live in more than 85 countries supporting more than 365,000 users. “Before the selection process, one of the things we were initially concerned about is that much of Taleo and its customer and technical support is based across North America while we are in New Zealand, which is a different day and time zone. Talking with their staff and getting the support we need quickly has not been an issue. The entire Taleo team has been responsive from the beginning and delivers the kind of service we need to meet the needs of our customers well,” stated Cobham.

### **Internal Mobility/Redeployment Initiative**

Using Taleo’s Workforce Mobility solution, ADHB planned and successfully executed an extensive internal mobility and redeployment program. The objective was to redeploy all administrative staff dispersed over four specific hospitals in Auckland. Following the Taleo implementation, internal candidates went online and completed skills profiles and applications that were predefined to meet the job requirements of those positions.

Cobham said, “We worked closely with Taleo’s consulting team who had the best practices and processes in mind and ensured this redeployment effort was a successful one. The solutions were so configurable that they allowed us to redeploy our entire administrative workforce into their newly desired and classified roles. This also included an assessment of over 500 employees. This allowed our team to make what could have been a daunting task a successful staffing program - and it was done in a fast and cost effective manner. Overall it saved a lot of time, effort, money and confusion on the part of management and met the needs of our unions.”

She continued, “This also reduced the stressful impact on our employees during this transitional period which is important to us. We have always had and continue to support our vision to provide genuine job satisfaction, flexible life choices and multiple opportunities to our employees.”

Since the implementation of Taleo, ADHB has made approximately 1,200 internal transfers and 500 external hires. “It is good to be able to report this information and have it to quickly share with other stakeholders. Our hiring managers have good things to say about the process as well.”

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**The Results: Increased Productivity, Satisfaction and Value Creation**

Overall, Cobham has found ADHB is able to report metrics and statuses across the enterprise with data integrity. The team, according to Cobham, is also pleased that it is finding quality candidates more cost effectively. Additionally, she noted that internal candidates are providing positive feedback and have reported that the solution is user friendly.

Using Taleo, Cobham reports that ADHB has integrated sourcing types into the process, helping to reduce overall costs. Cobham stated, “For example, the Taleo Agency portal, which ensures that preferred suppliers are used in the first instance, better controls and tracks third-party costs.”

She continued, “Moreover, when we use job boards, a loop-back functionality exists so candidates can easily apply on our corporate career site, working to not only extend our brand but also allow candidates that directly apply to receive real-time communication of their status in the process. Furthermore, in terms of print advertising fees, we are running less advertisements, but when we do we are directing candidates to apply via our website. We expect to have reduced this spending by nearly 40 percent by year-end.”

When asked about what is next for Cobham and her team she stated, “We look forward to continuous success and evolving our staffing strategy in a way that will achieve incremental benefits through our partnership with Taleo particularly as it relates to mobility, productivity and overall value creation.”

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