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Dave Cooper
Vice President
Global Staffing
Quintiles Transnational

Taleo Consulting Provides the Right Levels of Service and Support for a Successful Global Implementation

Quintiles Transnational Corporation—a global leader in pharmaceutical services—helps improve healthcare worldwide by providing professional expertise, market intelligence, and partnering solutions for the pharmaceutical, biotechnology, and healthcare industries. Headquartered in the US near Research Triangle Park, North Carolina, Quintiles has about 19,000 specialized employees and locations in more than 50 countries around the world.

Quintiles concentrates service offerings in several areas within the pharmaceutical industry—including Product Development, Clinical Development, Strategic Research, and Sales and Marketing. With net revenues of about \$2 billion, Quintiles leads the industry in the breadth and depth of expertise provided to pharmaceutical companies.

Research Into Strategic Talent Solutions Leads to Taleo

Prior to Taleo, Quintiles managed candidate applications among 11 different applicant tracking systems, each requiring support and maintenance along with their associated costs. In an effort to streamline and consolidate processes with the central HR system, Quintiles began searching for a product and consulting team.

Considering the prestige and global presence of Quintiles, finding a service partner of equal standing was an important goal. According to Dave Cooper, Vice President, Global Staffing at Quintiles, that is why Taleo received the ultimate vote. “Taleo clearly demonstrated its legitimacy as the market leader through a consultative sales process, global experience, product capabilities and overall professionalism.”

Scalability also figured prominently in the choice. “Taleo Enterprise Edition™ proved to be the best of breed system as it met our global requirements for scalability. We’re able to customize it to fit the needs of specific regions without hard coding,” Cooper says.

Consulting Services Deliver Additional Value

Based on their extensive experience with implementations and their proven methodologies, Quintiles partnered with Taleo Consulting Services to assist in the integration and implementation effort. “Their solid consulting and corporate support is immeasurable. Taleo’s team is not just about selling products. They were thoughtful in recommending the services we needed at the right time and provided guidance for a logical implementation strategy,” says Cooper.

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Implementation Expands Globally in Phases

In October, the initial Taleo implementation began in Quintiles sites in Ireland, England, Scotland, and Wales. Since they had no prior electronic applicant tracking system, starting with these locations was a logical choice. The Quintiles project management team—in conjunction with Taleo Consultants—pulled together a cohesive team along with training and technical resources. They went live on schedule in the UK, including integration with PeopleSoft HRMS and single sign-on security. “Not having to remember another password was a big deal for hiring managers. The product worked beautifully on day one—there hasn’t been a single issue to date,” says Cooper.

Having learned from the successful UK implementation, the Quintiles US organization embarked on their project with only partial consulting help from Taleo Consulting Services and went live in January. “The implementation went very well. We still had a lifeline to the Taleo consultants, which gave us peace of mind,” says Cooper.

Armed with experience and confidence from the prior rollouts, Quintiles took on the India implementation themselves and successfully went live in March. “The US implementation gave us the confidence to do India by ourselves after receiving training from Taleo. We went live without a hitch,” says Cooper.

Quintiles then planned to roll out Taleo in Spain, Portugal, the Nordic region, and Japan—a total of 12 implementations in only seven months. Ultimately, the aggressive goal was to be live with Taleo in 48 of 53 countries by January of the following year.

For the additional countries, Quintiles will enlist Taleo Consulting Services again for support and leadership. “We’re going back to the consulting team because we want to accelerate the implementations in other countries. Taleo Consulting Services is a known and valuable commodity to us and we know they will help us achieve our goal.”

A Better Experience for Candidates, Recruiters, and Hiring Managers

Since going live with Taleo in major markets, the response from within the Quintiles organization has been tremendous. Managers report they have already seen process improvements with the common platform and consistent workflow. “Taleo is our vehicle for standardized communications, scalable methodologies, common processes, and better experiences for both management and candidates,” says Cooper.

Metrics Highlight Sourcing Trends, Efficiencies, and Internal Mobility

Taleo reports and metrics have given Quintiles valuable insight into their hiring sources. Employee referrals turned out to be the number one source for new hires at approximately 25 percent. After using Taleo for less than a year, Quintiles processed 48,000 applications with 28,000 coming from employee referrals. After employee referrals, 22 percent of open requisitions

Taleo Case Study: Quintiles Transnational

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were filled as a result of workforce mobility through internal career websites. Employees now receive automated updates when new jobs come up within the company—powering improved internal mobility.

Quintiles Human Resources also realized a time savings that enabled them to focus more attention on external hires since internal applications are now automated. “Worldwide we’re now able to view open job requisitions in multiple countries, and we’re seeing approximately 750 new hires per month. We’re getting incredible feedback from all levels of the organization—staffing team, hiring managers, candidates, and employees,” says Cooper. “Taleo’s seamless integration with job boards has been smooth and effortless. We’re able to capture all the candidates and leverage that data without the associated administrative overhead.”

Automation and Time Savings Drive More Effective Recruiting

Taleo enables Quintiles to leverage essential information across various recruiting fronts while enhancing visibility throughout the company. Managers can see what is happening within their organizations and teams can share candidates across borders. Efficiencies have increased—up to two hours per requisition have been saved from not having to post positions to job boards and write offer letters, which are now automated.

Taleo delivers actionable metrics in addition to improved workload balancing, offer letter capabilities and administrative efficiencies. “The metrics we’re getting out of Taleo continue to impress us,” says Cooper. “We’ve seen major cost reductions now that we don’t support 11 separate systems and the recruiters’ available time has increased with automated prescreening of candidates. On a global scale, these have provided a considerable reduction in costs.”

Best Practices Give Quintiles a Competitive Edge

Quintiles is committed to excellence in service to their pharmaceutical and healthcare customers. They are equally committed to excellence within their vast organization and see ensuring best practices across the board as the way to gain the competitive edge in a global market. “We’re committed to using the best global solutions, including HR ERP, recruiting, learning, and performance. Taleo is a key component in our HR platform of excellence and we have seen that our commitment to this model will give us the competitive advantage going forward.”

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ABOUT TALEO

Leading organizations worldwide use Taleo on demand talent management solutions to assess, acquire, develop, and align their workforce for improved business performance.

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