



‘ Testgrid provided us with a flexible and cost effective solution that allowed us to save labour costs that would have otherwise been spent on telephone screening. Testgrid provided constant and reliable support when we needed and were able to deliver a trustworthy and really fantastic solution that met our specific needs. ’

Kelly Pfeffer, Graduate Recruitment Advisor, Recruitment Advice & Services, Suncorp Group

Suncorp Group **The Situation**



About Suncorp Group

Being in the Top 20 ASX listed companies with over \$93 billion in assets, Suncorp Group are one of Australia's leaders in banking, insurance, superannuation and investment. Each year Suncorp offer a broad range of exciting graduate programs to assist graduates in getting stuck into real work with real world exposure. Their 12- and 24- month Graduate Programs expose graduates with qualifications in the accounting, agribusiness, business, commerce, economics, engineering, finance, information technology, law, mathematics, and statistics industries to key business areas. With such coveted places in their graduate programs and large volumes of applicants, Suncorp sought to improve their graduate recruitment processes.

Targeted outcomes

- To select graduates of the highest calibre
- To utilise the services of an expert provider to deliver a streamlined graduate recruitment process
- To reduce recruitment costs including labour and resource
- To increase recruitment process efficiency



Suncorp Group The Solution



Testgrid Solution

Testgrid successfully provided a flexible, cost effective and labour reducing solution to include in Suncorp's graduate recruitment process. This solution involved the implementation of a highly reputable video interviewing system as part of the recruitment process, which replaced the original telephone interviewing process. Testgrid's solution provided the decision makers at Suncorp with an efficient method to assess applicants and quickly shortlist candidates for the next phase of the recruitment process.

The Results

With Testgrid's advanced technology and solutions, Suncorp was able to substantially cut down the applicant-screening phase of their graduate recruitment process. Suncorp report that using video interviewing for screening during their recruitment process, instead of telephone screening, helped them to save on labour costs that would have otherwise been spent during the telephone screening phase. Suncorp further reported a 92% (345/376) completion rate of graduates completing the video interviewing.

Testgrid provided a solution to ensure an optimal candidate experience. Suncorp asked their graduate applicants to rate their experiences with Testgrid's video interviewing solution on a scale of 1: 'extremely dissatisfied' to 5: 'extremely satisfied'. Of the 70 graduate applicants that responded, 78% rated their satisfaction with the process of completing a video-interview between satisfied and extremely satisfied. A further 92.8% rated between satisfied and extremely satisfied with the questions asked in the video interview, and 95.8% were satisfied with the time it took to complete the video interview.

When Suncorp's graduate applicants were asked about their experiences with Testgrid's video interviewing technology, around 82% reported that they would recommend the use of the video interviewing tool for future recruitment campaigns or consider it.

Such positive candidate and Suncorp staff experiences will enable the on-going use of Testgrid's expert services throughout the business and a continued relationship between Testgrid and Suncorp.

To learn more, contact Testgrid on
1300 878 473 or support@testgrid.com