

## The Customer

Compassion International

## Industry

Nonprofit

## Number of Employees

800

## Key Benefits

- \* Drastically expedited approval and hiring process
- \* Provided a centralized database for all candidate information
- \* Accelerated the ability to get the best talent

“UltiPro’s recruiting and hiring functionality is extremely valuable. Because we can communicate more efficiently, managers can now participate more in strategic aspects of the process—like interviewing high-potential candidates—rather than spending time on administration and paperwork. Overall, UltiPro recruitment has helped us not only streamline the process, but we can more quickly identify the best employees for our organization. Nothing is more important than acquiring the right talent.”

**Jared Leffler**  
Human Resources System Specialist  
Compassion International



## Company Profile:

Compassion International exists as a Christian child advocacy ministry that releases children from spiritual, economic, social, and physical poverty and enables them to become responsible, fulfilled Christian adults. Founded in 1952, Compassion began providing Korean War orphans with food, shelter, education, healthcare, as well as Christian training. Today, Compassion helps more than 1 million children in 25 countries.

## The Challenges:

With more than 800 U.S.-based employees, plus 1,500 more employees worldwide, Compassion International has grown rapidly. Before UltiPro, different locations within the nonprofit used a combination of manual processes and in-house solutions for its payroll and HR management. The different systems that handled talent management functions, such as recruiting and hiring, were inefficient and time-consuming. The global organization needed to implement streamlined processes to keep up with its brisk pace of recruiting, selecting, and onboarding new employees.

Without an end-to-end, unified HCM solution that included talent management functionality, Compassion’s various U.S. regional and international offices tracked and approved their own recruiting tasks through telephone calls, faxes, spreadsheets, and e-mails. Manual sorting and reviewing of candidate applications was tedious, and it was difficult to rapidly distribute recruiting information because many employees work remotely.

## The Solution:

“With UltiPro, we have automated the recruitment processes and leveraged UltiPro’s built-in workflow to route resumes and applicant information to the right personnel instantly,” said Jared Leffler, human resources system specialist at Compassion International. “The immediate result was a drastically expedited approval and hiring process. This means getting the right talent in place faster and more cost-effectively.”

UltiPro's online feature set for talent acquisition provides greater visibility into all of Compassion International's applicant activity. Managers anywhere in the world can review individual applicants and provide the status of their open positions, and HR, recruiting staff, and executives have one central repository to quickly access all candidate information available, review open positions, or see a summary of all job openings throughout the company.

"By allowing decision-makers to easily review and evaluate the status of each applicant using the Internet, UltiPro streamlines the process considerably," said Leffler. "With the economic downturn, we are seeing a huge increase in job applications. In addition, our organization has double-digit numbers of positions that need to be filled very quickly. UltiPro enables us to view 100 applicants at a time, evaluate each person's entire history, and then conveniently send relevant information to the right hiring managers without the delays associated with paper forms."

UltiPro's talent management tools also have improved communication with Compassion's potential new employees—making it easy to generate automated e-mails and notifications to candidates regarding their status in the recruiting process. With UltiPro, Compassion can automatically let applicants know when a resume has been received, schedule interviews, request follow-up information, and keep qualified candidates updated throughout the process.

"UltiPro's recruiting and hiring functionality is extremely valuable," said Leffler. "Because we can communicate more efficiently, managers now can participate more in strategic aspects of the process—like interviewing high-potential candidates—rather than spending time on administration and paperwork. Overall, UltiPro recruitment has helped us not only streamline the process, but we can more quickly identify the best employees for our organization. Nothing is more important than acquiring the right talent."