

## Detica DFI

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**Eric H. Elmore**  
PHR  
Recruiting Manager  
DeticaDFI



### **DeticaDFI Uses Taleo Business Edition to Recruit with Improved Security, Productivity, and Flexibility**

DeticaDFI is a specialist consultancy delivering information services, knowledge management, and solutions to senior decision-makers in the US government. They help clients address their complex challenges and requirements in the areas of homeland security, defense, information technology, and fraud and security.

DeticaDFI unites the strengths and capabilities of Detica Inc and DFI, both with proven track records and reputations in the US market, supporting the sophisticated needs of clients within national security, defense and civil government—with an established reputation for ideas, innovation, quality and pragmatism.

DeticaDFI is part of Detica Group plc, a UK-based business and technology consultancy that works with many leading government and commercial organizations. Detica Group plc (LSE:DCA) is a publicly traded company listed on the London Stock Exchange.

For DeticaDFI, flexibility is imperative in times of growth and change. Finding a talent management solution that easily adapts to structural and workflow changes was essential. DeticaDFI looked at six vendors before choosing Taleo Business Edition™ for this mission.

“What I saw from other vendors looked like customized customer relationship management (CRM) software. Taleo was built specifically for a recruiting organization by staffing industry experts,” says Eric H. Elmore, PHR, Recruiting Manager at DeticaDFI.

DeticaDFI’s former system was unable to adapt to the needs of a growing security-sensitive organization. Duplicate entries of applicants and the inability to consolidate supporting documentation were just some of the problems of the old system. “With Taleo, we’ve eliminated duplications, consolidated information, and have the freedom to make changes to the system as our organization evolves,” says Elmore.

Cost and compatibility with existing systems were extremely important factors in the software selection process. The company has attributed a savings of approximately 40 percent to the Taleo implementation versus customizing the old system.

“We are no longer at the mercy of our software vendor and its erratic pricing for customizations,” says Elmore. With respect to compatibility, he adds,

“The sensitive nature of our industry and candidate data, as well as time constraints, made working with Taleo consultants the smart way to go. The implementation support was very, very helpful and worth every penny.”

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“Not only is Taleo compatible, but our developers can use features in the Taleo system to tie into our other systems, if needed.”

### **Accurate Data Delivers Confidence and Compliance**

Another important benefit of Taleo’s consolidated candidate data is accurate reporting to ensure regulatory compliance. DeticaDFI must adhere to policies set forth by the US Office of Federal Contract Compliance Programs (OFCCP), an organization responsible for ensuring that employers doing business with the Federal Government practice nondiscrimination. DeticaDFI now has complete confidence in OFCCP report accuracy.

DeticaDFI also trusts Taleo’s ability to manage the recruiting and screening requirements of this unique industry. Candidates who apply for work in the government and defense contracting arena have a high level of expertise in a given practice area. In addition to screening and filtering for skills and education, DeticaDFI must also screen candidates for security clearances and can do so with assurance using Taleo.

### **Support Services Drive Secure and Rapid Implementation**

DeticaDFI purchased an additional implementation support package from Taleo to assist in customizing the system to meet its complex requirements. Taleo consultants analyzed their business processes and guided decisions about configuring the system to support the organization’s best practices associated with privacy and security. “The sensitive nature of our industry and candidate data, as well as time constraints, made working with Taleo consultants the smart way to go. The implementation support was very, very helpful and worth every penny,” says Elmore.

### **Reduced Reliance on External Recruiters Increases Profits**

As is common in the National Security consulting arena, DeticaDFI relies heavily on unique talents for specialized positions, such as linguistic analysts. Taleo Business Edition has helped DeticaDFI find candidates for those and other hard-to-fill positions by matching skills to positions without using third-party recruiters. “Our recruiters were finding the same candidates as our external recruiting firm through networking in our own database. We are saving a 20 percent placement fee with each candidate we hire.”

### **Metrics Reveal Performance Improvements**

A metrics driven organization, DeticaDFI now has the ability to track and report recruiting activities and ROI. Some common metrics they analyze include number of hires, number of interviews, cost per hire, time to fill, and recruiting efficiency.

DeticaDFI has seen the time to fill positions decrease from 77 days last year to 50 days in fiscal 2007. They also report more efficiency in the workplace, even with more open requisitions. Recruiting efficiency is at 10.5 percent this year compared to 26.3 percent last year.

## Taleo Case Study: DeticaDFI

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With Taleo, DeticaDFI now has the ability to pinpoint and track sourcing. They can see the diversity of candidates they are attracting and from what source—referrals, specific college job boards, or career fairs. Traditional job fairs were not providing the candidate flow or the skills and clearances DeticaDFI needed, so now they are focusing on electronic career fairs using Taleo, which enables them to organize all contacts under one umbrella. Prior to Taleo, online recruiting represented about 55 percent of their recruiting business. Now it has increased to 75 percent.

### **Customized Solution for Legacy Data**

Taleo’s flexible system provided options for handling DeticaDFI’s legacy data. “One major concern surrounding a proposed change in vendors was how to handle our legacy data. We initially went the conventional route and populated Taleo with our candidate, requisition, and related records, only to discover a better solution,” says Elmore. The alternative to convention was to create a custom tab that links the user from Taleo Business Edition to a backup of the legacy database that resides on our network drive. “This way, the older data is still easily accessible, but Taleo is populated with more timely and relevant information, making it ultimately more usable without sacrificing any compliance or security considerations,” says Elmore.

### **Improvements Include Increased Productivity and Reduced Costs**

In the short time since implementing Taleo, DeticaDFI has already seen improvements in several areas within the organization such as increased productivity and changed reporting. From the now robust system to eliminating staffing agencies to fill positions, DeticaDFI is positioned to meet future challenges with Taleo. “The reason this has been such a successful implementation for us is because of the folks I’ve worked with at Taleo. If I ever hear of anyone looking for an applicant tracking system, I recommend Taleo,” says Elmore.

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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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