

Customer Success Story

Affiliated Computer Services (ACS), A Xerox Company



- Leveraged technology, social networks, and personalized service to put transitioning ACS employees back to work faster.
- Provided full transparency into ACS's outplacement program.

Since its founding more than two decades ago, ACS, now a Xerox Company and a Fortune 500 provider of extensive business process outsourcing and information technology outsourcing services, including data processing, human capital management services, finance support, and customer relationship management services for commercial and government organizations worldwide, has lived by a set of core values. These include putting the client first, finding creative solutions, hard work, persistence, and keeping promises.

This commitment to caring for employees, from the time they join the company to the time they leave, is what drives ACS's outplacement program.

The Challenge

ACS approached RiseSmart because it sought an outplacement provider that would deliver a higher level of individual attention for its transitioning employees. The company's HR team also wanted a solution that took full advantage of online search technology and social networks to put employees back to work.

The company's ultimate goal was to drive bottom-line results by optimizing time to placement. This would meet the most pressing need of transitioning employees—to find a new job as quickly as possible—while also yielding measurable ROI for the company in the form of reduced severance costs and unemployment taxes.

Solution

ACS is now leveraging RiseSmart's Transition Concierge 3.0 offering to provide robust, Web-based outplacement support across all its U.S. locations.

Transition Concierge 3.0 arms displaced ACS workers with the most powerful set of job search tools available today. A primary distinction of the offering, compared to traditional outplacement services, is that the solution provides highly personalized job leads and other resources to each employee on a weekly basis.

Results

Upon becoming eligible for outplacement assistance, each employee is contacted by a RiseSmart Transition Specialist, either on the phone or in person. This representative walks the employee through the Transition Concierge 3.0 signup process, including completing a profile in an ACS-branded online portal.

The profile provides RiseSmart the data it needs to match the employees' job skills and preferences with available opportunities. The information is also provided to a Certified Professional Resume Writer, who works with the employee to prepare a new resume and cover letter with targeted opportunities in mind.



Organization:

Affiliated Computer Services (ACS),
A Xerox Company

Headquarters:

Dallas, TX

Primary Business:

Business Process & Document
Management Services

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Dr. Lora Villarreal
Executive Vice President and
Chief People Officer for ACS

For more information,
see back side.

Once ACS employees are in the system, RiseSmart uses proprietary aggregation and semantic search technology to match each employee's job preferences against hundreds of thousands of active job listings across the Web—as well as internal openings within ACS. Then, a specialist assigned to support the employee hones these results by hand—ensuring that only pertinent leads are delivered to each employee.

In Tune with Today's Employees

When employees receive these leads in their ACS portal, they can click to learn more about the company or apply directly for the job. A Kelton Research survey indicates that the provision of actionable job leads is an enormous timesaver for jobseekers. In the survey, workers reported spending an average of 50 hours per month on job boards—time saved with Transition Concierge 3.0.

If a position or company is not a good fit, the employee can notify their Transition Specialist so that similar jobs are not recommended in the future. Transitioning employees are each assigned a Transition Specialist, who provides one-on-one support and coaching online and by phone.

Transition Concierge 3.0 is in tune with how ACS employees network today. Among its features, the service's online interface enables employees to share job leads—as well as career advice, notice of upcoming job fairs, and other helpful information—with everyone in their social networks. It's another way that RiseSmart's solution combines search technology with human interaction to put people back to work.

To date, Transition Concierge 3.0 has found new jobs for hundreds of ACS employees who have participated in the program. Indeed, more than 85 percent of program participants have rated their experiences with RiseSmart Transition Specialists, and the quality of job leads received, as "excellent."

Delivering Results

As one former ACS employee said in a letter to her Transition Specialist:

"I am happy to say that I accepted a job with a company and am scheduled to start in February, making more money than I ever have. I give RiseSmart all the credit. You and your team put me in touch with the right people. I couldn't have done it without you."

But ACS hasn't had to rely on anecdotal evidence to confirm the effectiveness of Transition Concierge 3.0. Because all participation in the program can be monitored online, ACS is able to accurately track participation levels, job leads delivered to each employee, and employees placed in new jobs. They can then use this information to assess their savings in severance payments, unemployment taxes, and other costs.

"RiseSmart was able to differentiate itself in the marketplace with the development of its Transition Concierge service," said Dr. Lora Villarreal, executive vice president and chief people officer for ACS. "RiseSmart knows how to treat employees respectfully during a stressful point of their career and get them back to work—fast. It's that simple."

About RiseSmart

RiseSmart provides next-generation outplacement and RPO solutions. The company leverages a common technology platform, proven methodologies, and one-on-one support to help employers with their workforce strategy, and displaced employees with their career strategy.

RiseSmart drives significant ROI to organizations by offering affordable pricing, reducing severance costs and unemployment taxes for outplacement services and reducing cycle time and cost of hire for recruiting services.

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