



Staffing Company Repositions for Growth by Aligning Technology and Operations

Enhancements in tools, handoffs, and onboarding reduced friction and set the stage for a 10% revenue lift.

Challenge

A multibillion-dollar staffing company faced persistently low fill rates driven by fragmented systems and inconsistent technology adoption. Legacy platforms limited integration of new tools and organizational silos led IT to often deploying functionality without input from the business. This resulted in misaligned investments and poor user adoption. The firm needed a sharper view of its differentiating capabilities and a clear strategy for how technology should enable growth and reduce friction in the talent experience.

Discovery

We worked across business units and IT to map the end-to-end staffing value chain—from selling and sourcing through matching, onboarding, and redeployment—to identify the levers most critical to accuracy and conversion. Our team evaluated alignment between active IT projects and these levers, revealing significant gaps in internal search effectiveness and efficiency.

Through funnel analysis and operational diagnostics, we identified root causes of candidate drop-off spanning technology, process, and organizational behaviors. Our team benchmarked system

architecture options, defining a path to modernize the middle office by using microservices architecture while decoupling from legacy systems at lower risk.

Impact

We recommended immediate actions to improve throughput: user-centric training for existing tools, clearer handoffs between teams, and onboarding enhancements that reduced friction for candidates. Investment priorities were reshaped to build long-term differentiation through capabilities such as advanced search and a stronger business-IT integration model. Our team also helped establish the organizational enablers needed to execute the digital strategy, including a solutions engineering function and a risk management framework.

The result was a realigned technology roadmap and a more integrated operating approach expected to deliver a 10% increase in staffing assignments and revenue, along with improved candidate experience, higher redeployment rates, reduced technology risk, and a lower cost to serve.

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About Innosight

Innosight helps enterprise leaders turn uncertainty into opportunity and thrive in a changing world. With unmatched expertise in navigating disruption, we partner closely with clients to address their most complex strategic challenges, building resilience in today's business while shaping the organization of tomorrow. Together with our colleagues across **Huron**, we align strategy, operating models, and people to drive transformation and deliver sustainable growth.

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