

When Busyness Hurts Business

Talent-as-a-Service Case Study
Microsoft Global Talent Acquisition



Two of the most precious resources at Microsoft are engineers and time. Two of the most limited resources at Microsoft? Engineers and time. Swamped hiring managers had already made Averro a trusted Tier 1 talent partner...and we were crushing it, supplying more qualified candidates to Microsoft GTA faster than any competitor. To date, Averro has placed over 100 engineers at Microsoft. But there was still gum in the works after we presented candidates.

Microsoft Engineering hiring managers don't have time for interviews, screens, or onsite visits for every candidate. They have their own day jobs, their own hiring, and their own meetings. They needed something to help get rid of the clog and get new employees on the teams that anxiously await them.

An Uncommon Solution

Averro suggested a strategy Microsoft's Engineering Talent Acquisition Team had never tried before: hiring as a managed service, where we would be responsible for the hiring process - end to end, from initial contact to hire. Naturally, client leaders were apprehensive, so we worked with them to ease the program in with a phased approach. In 2018's Phase 1, our Recruiting for Recruiters (R4R) team placed five recruiters to unload some of the hiring managers' burden. Equipped with a budget, job requirements, and supportive Averro managers, these recruiters were dedicated entirely to hiring the best software engineers for specific Microsoft teams.

Throughout the year, we worked with the client to identify and implement process improvements. These included increased transparency and information flow, as well as refined criteria for the types of teams and candidates that R4R best serves. Monthly leadership calls with Microsoft higher-ups, in addition to weekly reports from Averro to the GM of GTA and other leaders, demonstrated R4R results and reinforced the engineering team's trust in our integrity and accuracy.

High Trajectory Impact

Microsoft saw so much value in Averro's R4R service that in 2019, they requested 11 new placements, over a **100% increase** from the year before. Our familiarity with these candidates also benefited other hiring managers at Microsoft, who heard about the program and requested to hire some of the qualified candidates that had not been chosen for the initial job opening they applied for. In 2018, we filled **7 extra positions** that way.

“**[R4R] is really helping us have the right conversations on our end. Thanks for being a valued partner. Providing us with this insight on our resources in such a clean view is very helpful.**”

Microsoft GTA
Director of Strategy

Averro's Talent-as-a-Service offerings proved to reduce the bottleneck, speed up the hiring process for each candidate, and maintained the quality Microsoft expects of new FTEs, and GTA has indicated greater confidence and enhanced interest in eventually moving to a **true managed-service model**.