

# COMPUTER SOFTWARE

At a leading analytics software company, data matters—especially when it comes to calculating the investment in outplacement services. Although the company had worked with traditional outplacement providers in the past, its Human Resources department sought better transparency for measuring its return on investment.

## COMPANY INFORMATION

Headquarters: San Jose, CA  
 Ownership: Public  
 Revenue: \$750 Million  
 Company Size: 2500+

*This company services 9 of the top 10 companies in the Fortune 500 and more than half of the top 100 banks in the world, as well as thousands of clients in 80+ countries around the world.*

## CHALLENGES

The Human Resources team felt that, although its outplacement had been satisfactory in the past, it had no way to track its impacted employees' progress in real time, nor did it have insight into true success metrics. During its most recent reduction in force, the company was faced with outplacing its highly-tenured professionals, whose experience levels and pay grades classified as director-level and above. To further complicate the challenge, more than 1/3 of those professionals were located outside of the United States.

## SOLUTIONS

Working with Randstad RiseSmart, the company's impacted employees received a higher level of service than they had in the company's past: each employee received an experienced transition coach, certified resume writer, and personal job sourcer. In addition, they received access to Randstad RiseSmart's expert-designed transition methodology via a personal portal, accessible anywhere. The company not only received real-time and on-demand reports about employee progress and engagement, but it also saw a significant cost-savings and higher return on investment.

# RESULTS



**9.3** The overall satisfaction rate for participants

