The AI-Empowered Hiring Manager: How an American Multinational Pharmaceutical and Biotechnology Corporation Is Shifting HR Operating Models and Filling Open Jobs 31% Faster

Leveraging AI to support the recruitment process – reducing change management obstacles and minimising delays for hiring managers, recruiters and employees.

The challenge

McKinsey has emphasised the critical role of managers, describing them as the nucleus of all activities and essential for keeping an organisation's operations smooth. The pharmaceutical company recognised that hiring managers were change agents in driving optimal team performance to transform patient lives. Key to that is speed, delivering a good candidate experience to uphold its brand and reputation, and hiring quality talent.

At the company, over 25% of the business participates in hiring, yet most hiring managers hire fewer than 2 people per year. With over 6,000 hiring managers having active roles to fill, there is a wide range of recruiting experience among them, and many have limited capacity for hiring tasks. This often results in managers feeling overwhelmed by the process requirements and unfamiliar hiring tasks. Consequently, managers feel dissatisfied when using HR systems as well as frustration by having to shift their focus away from their primary responsibilities. This leads to delays in candidate communication, slower time-to-fill and negative impacts on business outcomes.

The solution

The pharmaceutical company leveraged HiredScore* AI for Recruiting with Workday to alleviate hiring manager challenges – bringing AI-driven hiring processes into a manager's natural workspace results in a faster and more satisfying experience. HiredScore AI for Recruiting empowers managers by enabling:

1. **Simple, guided hiring processes in existing workflows:** AI-driven notifications in Microsoft Teams offers clear visibility into requisition status and next steps, prompting timely actions from hiring managers and removing the "track and chase" from recruiters.

2. **Seamless Talent Acquisition <> Hiring Manager collaboration:** A shared Microsoft Teams channel and recruiter req summaries foster efficient and timely communication between recruiters and managers.

3. **High-velocity candidate progression:** The HiredScore Hiring Manager Dashboard further streamlines the process by simplifying crucial steps such as slate review and candidate feedback. A unified view of each candidate enriched with AI insights and standardised feedback forms enables efficient and confident candidate decisions. This centralised workflow streamlines candidate progression and significantly enhances the overall hiring experience.

Ultimately, HiredScore AI for Recruiting empowered the company's hiring managers by optimising processes, reducing frustrations and eliminating delays. This enabled managers to refocus on their core responsibilities and align with the company's vision of transforming patient lives.

Results achieved:

31% reduction in time-to-offer
with HiredScore's Talent Acquisition <> Hiring Manager Collaborator.

64% reduction in time-in-hiring manager review
with HiredScore's Hiring Manager Dashboard.

52% reduction in time-to-interview
with HiredScore's Hiring Manager Dashboard.

*A Workday company.