



Modern Hire

Capturing The Right Talent

Modern Hire Transforms Hiring for Leading Financial Services Organizations



In a market with more financial services jobs than candidates and record-high voluntary quit rates, recruiters are working extra hard to hire customer-focused candidates, committed to staying on the job, and ready to positively impact outcomes on day one. Facilitating internal mobility is a priority, too, as banks, insurance companies, and accounting firms look to retain their talent.

Modern Hire transforms enterprise hiring in financial services with trusted science and proven technology. With Modern Hire, financial services recruiters engage candidates' interests and identify fit and hire faster than ever, for single positions and at scale. Our intelligent hiring platform can meet the needs of every step of your hiring process.



WHY FINANCIAL SERVICES ORGANIZATIONS PARTNER WITH MODERN HIRE

AUTOMATION

Modern Hire's automated workflows drive speed and efficiency without yielding quality of hire or candidate experience. Recruiting teams that need to make thousands of hires can reach deeper into their talent pool to quickly engage hundreds of thousands of candidates with less effort and time.

CANDIDATE ENGAGEMENT

Financial Services recruiters will never give up on the personal touch in hiring. With Modern Hire, you create branded, personal hiring experiences for every candidate, every role, with every workflow. Use Modern Hire's advanced technology to handle the routine while you handle the relationships.

ADVANCED SELECTION SCIENCE

Modern Hire's science-based hiring platform offers the deepest and broadest talent intelligence available, developed for fair, ethical hiring. Our advanced hiring tools are the best in the business at predicting performance and job fit for external and internal candidates. Use Modern Hire to build your most diverse, engaged, and qualified workforce.

ALL-IN-ONE HIRING SOLUTION

Our platform is made for configurable, seamless, end-to-end workflows across all positions in all industries, and Modern Hire's Hiring Blueprints can be your starting point. Hiring Blueprints are recommended, ready-to-go hiring templates built around scientifically validated, job-specific assessment and interview content to engage and screen, assess and interview, and evaluate and hire your top talent faster.

Financial Hiring Blueprints offer a combined assessment and interview experience that measures the competencies we have identified as predictive of success in the following financial services roles:

- Call Center Financial
- Bank Teller
- Universal Banker
- Personal Banker
- Financial Professional
- Branch Manager

BANK OF AMERICA

\$6.8M annual savings in new hire retention

BDO AUSTRALIA

44% reduction in candidates advanced

AIIB

75% faster candidate short-listing

GLOBAL BANK

Hiring bank tellers **5x** better able to evaluate customer needs

Hiring personal bankers **2.5x** more often rated as a top performer

See What Financial Services Recruiting Leaders Say About Modern Hire Leading regional, national, and global financial services organizations have partnered with Modern Hire to transform hiring. Hear from practitioners like you - the challenges they face and the innovative solutions they've found in these client stories.

BANK OF AMERICA

2015 HRM IMPACT AWARD WINNER, UNIVERSAL FIT PRE-HIRE ASSESSMENT

Imagine applying for several similar roles within one organization – would you want to take multiple, similar assessments? Or, as a recruiter, evaluate multiple assessments for the same candidate? That's the hiring challenge Bank of America solved with its Universal Fit Pre-hire Assessment built by Modern Hire.

The Universal Fit Pre-Hire Assessment creates a streamlined, personal experience for call center and operations role applicants. By putting candidates first, BoA's recruiters also gained an evidence-based, objective, consistent method for efficiently advancing the best talent. Bank of America assessed 42,000 applicants within the first year.

The partnership produced transformative business results for Bank of America's call center and operations, including an annual savings of \$6.8 million through new-hire retention.

“The Universal Fit Pre-Hire Assessment is essential in helping us identify the individuals who will perform successfully and provide exceptional customer service. It ultimately allows us to improve the candidate experience, increase new-hire retention, and improve on-the-job performance.”

Michael Sherman, Global Head of Talent Acquisition, Bank of America

174,000 employees worldwide

4,500 hours reduction in candidate assessment time

\$6.8M annually savings in new-hire retention

Increased new-hire on-the-job performance



GLOBAL FINANCIAL INSTITUTION

IDENTIFYING TOP-PERFORMING BANK TELLER AND PERSONAL BANKERS

Giving recruiters the edge through data-driven hiring and engaging candidate experiences is the winning strategy for a global financial institution. The bank serves 50 million consumers and businesses worldwide.

To support the bank's aim to shift tellers from transactional to relationship-based interactions, Modern Hire built a Virtual Job Tryout® that identified candidates capable of driving bank customer engagement. Bank teller candidates who scored highest on the Virtual Job Tryout were:

5x better able to evaluate customer needs

15% higher rating in customer engagement

3x more often rated as a top performer

The bank also aimed to hire personal bankers based on their ability to close sales. Modern Hire built a Virtual Job Tryout that measured the complex, underlying attributes linked to personal bankers' ability to convert referrals to sales and prospects to clients. Candidates who scored highest on the Virtual Job Tryout were:

2.5x more often rated as a top performer

2x more potential for promotion

11% more in total sales



ASIAN INFRASTRUCTURE INVESTMENT BANK (AIIB)

IDENTIFYING CANDIDATE FIT FASTER AND MORE EFFICIENTLY

Asian Infrastructure Investment Bank (AIIB) invests in sustainable infrastructure and connects people, services, and markets to build a better future. With its high applicant volume, AIIB needed to better identify short-list candidates for the Investment Analyst Associate role.

AIIB implemented Modern Hire on-demand interviews. AIIB's five reviewers worldwide finalized the shortlist within a week, reducing the number of candidates invited for an interview from 42 to 15. AIIB could drop 27 panel interviews with fewer candidates, speeding up hiring and saving significant person-hours.

“On-demand interviews give candidates the chance to express themselves better, and give us added confidence in the choices we make. You think to yourself, I watched the person’s video interview myself, I have more evidence to back up my decision. Before, our decisions were made on just the CV.”

Brian Carlo Hipolito, Human Resources Officer, AIIB

75%
faster shortlisting

64%
decrease in candidates
interviewed





MODERNIZING HIGH-VOLUME HIRING

BDO Australia is one of the nation's largest associations of independently owned accounting practices. The association wanted to manage high candidate volume better, enhance hiring experiences and candidate engagement with its talent brand, and ensure only best-fit candidates were invited to its assessment centers.

BDO Australia introduced Modern Hire on-demand interviewing as a screening stage before shortlisting candidates, with excellent results. The association decreased the number of candidates advanced to an assessment center by 44% and reduced assessment center days by 50%.

Most importantly, the association improved its conversion rate from 55% to 71% and its ability to assess genuine interest by candidates. BDO Australia also realized a 36% increase in applications.

71% conversion rate vs. 55%

44% decrease in candidates advanced

50% decrease in assessment center days



Modern Hire

**Seriously better hiring through better
prediction of job performance and fit.**

Modern Hire's intelligent hiring platform transforms each step of the process with screening, assessment, interview, and workflow automation tools that make hiring more effective, efficient, ethical, and engaging. Modern Hire is differentiated by its advanced selection science and is trusted by more than 700 leading global enterprises and nearly half the Fortune 100.

Find out more about Modern Hire's
commitment to seriously better hiring.

modernhire.com