

# The Outsourced Recruitment Company Case Study

Transforming a high volume RPO with a bespoke, fully integrated recruitment platform

## Overview

TORC was engaged to deliver a complex, high volume RPO that required them to operate as an internal recruitment team, providing rapid turnaround, end to end visibility and robust reporting across a constantly shifting portfolio of roles.

To support the demands of the engagement, TORC needed a recruitment platform that could adapt quickly, centralise workflows, streamline communication and eliminate the extensive manual administration created by operating across multiple disconnected systems.

Recruit Wizard partnered closely with TORC to build a tailored solution that aligned with the evolving nature of the RPO and delivered a more efficient, transparent and coordinated way of working.

## The Challenge

The RPO environment was fast paced and demanding. TORC managed high applicant volumes, evolving priorities and fast-moving role requirements, all while navigating three separate systems at once. This created heavy manual administration, slow reporting and difficulty keeping track of communication and activity across platforms.

This level of complexity placed pressure on the team, who were spending late nights updating systems and manually reconciling data instead of focusing on sourcing and delivery.

**"Admin was taking over the job... I was working until 1am just updating systems."**

TORC needed a centralised, secure and adaptable solution that could keep up with the scale and velocity of the RPO.

## The Solution: A bespoke RPO ready solution

Recruit Wizard collaborated with TORC to design a tailored solution that streamlined workflows, improved transparency and supported the unique requirements of the RPO.

- 1 A dedicated, secure Recruit Wizard environment:** A separate environment enabled TORC to operate under the client brand while maintaining clear data separation and meeting strict security requirements.
- 2 Integrated email communication:** The dedicated email addresses were linked directly to their Recruit Wizard instance, ensuring all candidate correspondence was automatically logged without manual intervention.
- 3 Downstream agency portal:** A brand new portal ensured agencies could submit candidates securely and consistently, preventing direct outreach to hiring managers and keeping all activity in one controlled channel.
- 4 Real time analytics and reporting:** Recruit Wizard built tailored dashboards for time to fill metrics, month end reporting, spend analysis, applicant flow and real time role progress. Both TORC and the client could access insights instantly.
- 5 Ongoing Co Development:** As needs evolved, Recruit Wizard continued refining workflows, adding new functionality and collaborating closely with TORC's leadership to ensure the platform grew alongside the RPO.

**"They never say 'that can't be done'. They always come back with a solution."**

## The Impact

### Significant reduction in admin

With automated logging, centralised communication and integrated workflows, the team no longer spent late nights updating multiple systems. Admin transitioned from a daily burden to a background process that required minimal intervention.

### One source of truth

With all activity and communication consolidated in one place, handovers became seamless and decision making became faster. The team could quickly understand the latest updates and focus more time on sourcing rather than reconciling information across platforms.

### Stronger client transparency and trust

The client gained clear visibility over applications, screening progress and role pipelines without needing to request updates. They could access real time information whenever needed, strengthening alignment and building trust in the process.

**"They can log in anytime and see everything. Ads, applicants, pipelines, interviews and progress are all visible instantly. It is total visibility."**

### A more scalable, resilient RPO

By removing manual administration and centralising reporting, the team could manage higher volumes, support additional internal projects and maintain strong service levels even as requirements evolved.

## Why TORC Recommends Recruit Wizard



**"They genuinely care about your success. You're not just another client. They become part of your team."**

**"Their responsiveness, their collaboration and their willingness to build solutions is unmatched."**

## The results at a glance

-  Significant reduction in manual admin
-  One unified system replacing three platforms
-  Real time reporting and analytics
-  A controlled downstream agency portal
-  Stronger client transparency
-  Faster turnaround times
-  Improved scalability across the team

## Looking Ahead

TORC and Recruit Wizard continue to collaborate on new enhancements that will further streamline workflows and bring even more reporting into one centralised system. As the RPO evolves, Recruit Wizard evolves alongside it. **"Every improvement gets us closer to a fully streamlined RPO, and Recruit Wizard is the partner helping us get there."**