

PERFORMANCE MANAGEMENT

We not only 'place' a candidate - we also help drive their performance through effective on-boarding programs and other retention strategies such as subsidized training, career development and coaching.



Clients say we help them save 20-55% on recruiting and people-related costs



Our performance specialists ensure that each employee is productive and highly engaged - which means lower turnover and higher customer satisfaction ratings



We reduce time-to-hire by 50% or more by keeping your talent pipeline full



With help from the Poly team, we were able to reduce our spending on contract resources by 15%, while improving productivity by 17% over the first year.

- VP Resourcing,
Financial Services

CHALLENGE

A prominent Canadian financial services group - a long-term Poly client - maintained a large pool of contract-based service desk agents across all levels. Pay inequities and a lack of standardized rate cards, combined with high turnover and a lengthy time-to-hire, presented an opportunity to drive efficiencies.

SOLUTION

- Proposed an integrated solution using a single supplier; competitive rate cards and effective SLAs
- Consistent, effective attraction and retention strategies were introduced for all roles
- Regular performance reviews were conducted in order to drive performance and identify areas for improvement

MORE POLY CASE STUDIES

PERM & CONTRACT
STAFFING

MANAGED
SERVICES

WE BUILT A LARGE TEAM OF HELPDESK AGENTS, BUSINESS ANALYSTS, PROCESS ANALYSTS AND PROJECT MANAGERS, WHICH WE CONTINUE TO MANAGE ON A DAILY BASIS.

TEAM HAS
NOW BEEN
IN PLACE FOR
MORE THAN

2
YEARS

TURNOVER
REDUCED TO
LESS THAN

5%

TIME-TO-HIRE
REDUCED
BY

37%