

FlexTek Transformed Energy Services Company's Recruiting into a Well-Oiled Machine

About

- HQ: The Woodlands, TX
- INDUSTRY: Energy Services
- FLEXTEK SOLUTION: Outsourced Solutions

This energy services leader is focused on developing environmentally conscious services and solutions in the oil and gas services sector with a growing presence in chemical manufacturing.

Their offerings range from traditional oilfield services to advanced chemical solutions, including plans for a cutting-edge lithium plant.

With a dynamic, evolving culture and thousands of employees spread across multiple regions, the company required a scalable and efficient recruitment solution to align with its growth and operational goals.

The Challenge

Before partnering with FlexTek, the company faced significant recruitment inefficiencies:

- **Decentralized Hiring Processes:** Recruitment was handled independently by various managers, resulting in inconsistent practices like background checks and pay rates, one-off staffing firm pricing, excessive costs, and delayed hiring timelines.
- **High Dependency on External Staffing and Temps:** The lack of an internal recruitment framework led to reliance on staffing firms to meet immediate needs, leading to a higher cost per individual.
- **Limited HR Capacity:** The minimal HR team was stretched thin, unable to support the breadth and volume of recruiting required.
- **Lack of Metrics:** Without centralized recruitment data, it was impossible to track recruiting function performance or identify areas for improvement.

Solution

FlexTek stepped in to take over the company's recruitment operations with a comprehensive, outsourced solution, custom-fit to their unique needs. Key components included:

- **Dedicated Recruitment Teams:** FlexTek provided region-specific recruiters who built strong relationships with regional hiring managers, improving trust and collaboration.
- **End-to-End Recruitment Management:** From advertising roles and sourcing candidates to extending offers and managing onboarding, FlexTek took ownership of the entire recruitment process.
- **Centralized Tracking and Metrics:** FlexTek introduced a robust tracker to provide transparency into activities, measure recruitment efficiency, and ensure accountability. This tracking mechanism was even applied to internal recruitment efforts – which demonstrated that FlexTek's recruiting management was more efficient and cost-effective. It was clear that continuing to handle that region themselves would actually cost the company more.
- **Scalable Support:** As needs grew, FlexTek seamlessly expanded its services, including taking over the company's largest region in 2024 as a direct result of an analysis of internal recruiting performance vs. FlexTek's.

Results

FlexTek's partnership delivered measurable improvements and strategic benefits:

- **Improved Hiring Efficiency:** Time-to-fill and time-to-hire metrics significantly decreased, ensuring faster onboarding of qualified candidates.
- **Cost Savings:** By eliminating rogue spending on staffing firms and standardizing processes, the company achieved greater cost control and efficiency.
- **Enhanced Operational Focus:** Managers could shift their focus to core duties and strategic initiatives, rather than spending time trying to keep candidates engaged throughout the hiring process. Now managers only spend 3 hours each week on average interviewing.
- **Consistent Performance:** 20-30% of internal recruiters typically turn over in a single year and an individual recruiter's tenure is ~1.8 years. With FlexTek's experienced recruiters in place, turnover in recruitment roles dropped to zero, providing stability and continuity.
- **Scalable Growth Support:** In 2024, FlexTek helped the company onboard approximately 200 hires across its existing regions and prepared to manage recruitment for an additional 200 hires in their newly added region this year.

Results

- Reduced time-to-fill and time-to-hire.
- Eliminated rogue spending and standardized processes.
- Reduced manager interview hours to 3 weekly
- Reduced recruiter turnover to 0
- Onboarded 200 hires in 2024 and prepared for 200 more in new regions.

Leadership has expressed trust in FlexTek's ability to meet hiring demands, with comments alluding to the confidence to take on new projects, knowing that FlexTek will deliver the workforce needed.

The expanded HR team noted that having FlexTek completely handle recruitment freed up resources for initiatives that strengthened retention, training and individual career development.

Conclusion

FlexTek's tailored approach and commitment to delivering measurable value have turned the technology company's recruiting into a well-oiled machine.

By completely owning the recruitment process, FlexTek has empowered the company to meet its workforce demands efficiently and cost-effectively, positioning them for sustained growth in both traditional and emerging business sectors in years to come.

