

A hiring mistake is costly! Even worse, it can be very difficult to correct!



The cost of hiring and training a new employee is estimated to be up to 10 times more costly than retaining your current employees.* Hiring mistakes include the cost of termination, replacement, vacancy, and learning curve productivity loss. Mistakes are much more costly than most hiring managers realize!

When HP documentation managers experienced reductions in their permanent workforce, budget constraints, and increased project workloads, they sought a cost-saving solution for their on-demand talent management needs.

The highly customized on-demand talent management processes that Aesbus put into place ensured that HP's fluctuating staffing needs and budget requirements were met. A bonus benefit to HP was that the on-demand talent sourcing solution entailed telecommuting – reflecting the global eco-friendly trend of conserving energy in terms of reduced vehicle-related and traffic-related green house emissions!



Cost of Termination

It takes considerable staff time to process out an employee (collecting badges, keys and company equipment). The person has to be taken off of payroll and off of company security lists. The typical cost of termination is often between \$1000 and \$1500*, which may include costs for: final paycheck, vacation and separation pay, increases in unemployment tax, continued benefits, and other administrative processing.

Cost of Replacement

The average cost of hiring and orientation for an exempt employee is about \$9000*, which may include fees for: job postings, recruiters, background checks, drug tests, and pre-employment assessments.*

An on-demand contingent workforce means you can increase it or decrease it.

Today's workforce landscape reflects an unprecedented level of fierce global competition. Companies such as Hewlett-Packard (HP) are relying increasingly on short-term/long-term contingent workers – contractors, consultants, and project-based professional workers – to augment or even replace their full-time salaried permanent workforce.

To deal with product cycles that turn at dizzying speeds and project budget forecasts that fluctuate, HP managers responsible for designing end-user documentation sets for new HP products require flexible and on-demand talent management solutions from outsource vendors.

* Saratoga Institute HR Financial Report

HP product documentation managers typically have a core group of permanent salaried staff and an external outsource pool of supplemental resources at their disposal as their product programs and documentation project workloads increase or decrease.

Hiring a permanent resource can be a high-risk and costly decision.

HP product documentation managers are acutely aware of the costly risk of a bad hiring decision in terms of tremendous overall losses in time, training, and money.

Matching the appropriate skill sets specific to their documentation projects is central to the overall success of the project. A resource not capable of handling the complexity level of the project or the authoring platform may jeopardize the entire project (poor documentation quality or missed deadlines).

On-demand talent management goes beyond staff placement.

In addition to having the right background, experience and technical aptitude, considerations such as personality type, learning attitude, and fitting in with the HP program and project management teams must be taken into account.

HP documentation managers require that outsource vendors be fully engaged in accommodating and adapting to new HP skill set requirements, fluctuating deadlines, and budget challenges associated with an on-demand contingent workforce.

Thought leadership is about trust, reputation, and the quest for innovation.

HP's requirements for sourcing of expert information developers included leading edge authoring technology, project management, and leadership skills.

Aesbus offered several on-demand talent management service options that HP could choose from. Each option offered a distinct level of technical writing to best address specific business needs and budgets.

Key to being a premier service provider – regardless of which service option HP selected – was seamless integration of Aesbus' on-demand talent management processes and systems with HP's.



An account manager (point-of-contact) was assigned for day-to-day management of HP's account.



Aesbus monitored all contingent workforce performance, aligned resource allocation across multiple HP programs and projects, and managed project budgets per HP cost center requirements, providing project hours and cost reports at a program detail level.



Aesbus integrated all project status reporting, budget forecasting, and invoicing with HP's financial accounting system requirements.



Aesbus senior level resources provided thought leadership in the area of single-source XML (Vasont) content development and management, setting up processes and providing training for designing structured documents for publication across various media channels.

Is your service partner easy to work with and always on call?

With access to an on-demand team of information developers, the HP documentation managers can now focus on their core responsibilities and strategic company goals.

The on-demand talent management services provided by Aesbus address HP's requirements and needs.

- ✔ **Resource allocation** processes seamlessly integrate with HP's internal systems and quality standards.
- ✔ **Easy submission of requests** for supplemental resources means quick response and prompt alignment of resources for processing any volume of HP documentation projects on short notice and under crunch deadlines.
- ✔ **Reliable and on-time delivery** for each cycle of HP documentation project deliverables means full compliance with HP's turnaround requirements and deadlines.
- ✔ As part of the **telecommuting work** environment, Aesbus equips all its team of contingent mobile teleworkers with the latest laptop models and the required software, providing full IT support to ensure high work productivity and network security levels.
- ✔ **Cost-effective pricing** reflects the level of on-demand talent management services that HP requires.

An understanding of the value and full implication of providing expert resources and providing full-range talent management to the quality of HP's product documentation and overall positive customer experience underscores Aesbus' commitment to HP to safeguard their global leadership position.

The advantages of contracting Aesbus' on-demand talent management services were numerous not only to the HP documentation managers but to the entire HP product team (marketing and engineering).

No More Hiring Stress

HP documentation managers no longer had to stress out over hiring permanent staff (staffing up or reducing staff) or managing and training individual contractors.

Always There When Needed

The availability of on-demand talent management services through a well-structured service organization meant reliable delivery, compliance with HP's high standards, and full integration with HP's processes and systems.

Volume Spikes Easily Handled

Unexpected sudden volume spikes or urgent projects could be handled expeditiously and reliably with a flexible contingent workforce fully managed by Aesbus.

Trusted Service Provider

With over 17 years of service to Compaq/HP, Aesbus has earned the trust of HP production managers for creating customized solutions that address their needs.

Interested in how your on-demand staffing needs can be simplified?

If you would like more information on using on-demand talent management services, we'd be happy to share with you our ideas and recommendations.



Please contact sales@aesbus.com.