



## Case Study

# How Texas811 Simplified Hiring and Decreased Time-to-Hire by 75%



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Texas811 is a non-profit organization that notifies utility companies and city and county governments that are members of its network about planned excavations near their underground lines. The companies can then send locators to mark the approximate location of their underground utility lines before work begins.

Since its inception in 1984, Texas811 has minimized the destruction of underground utilities, helped prevent property damage and service outages resulting from broken underground utility lines, and prevented injuries to people who live and work around them.

### The Situation

Texas811 requires every call center applicant to take typing and data entry assessments. The hiring team used Typing Test Pro and SHL to administer these tests. However, the hiring process was time-consuming since they used two companies. It was also difficult for the hiring team to keep up with the workload.

Management decided to find a new assessment solution that would help the HR team streamline and simplify hiring. So, they researched assessment platforms to find a comprehensive solution that would help Texas811 decrease candidate screening time, minimize hiring mistakes, decrease time to hire and reduce attrition.

### The Solution

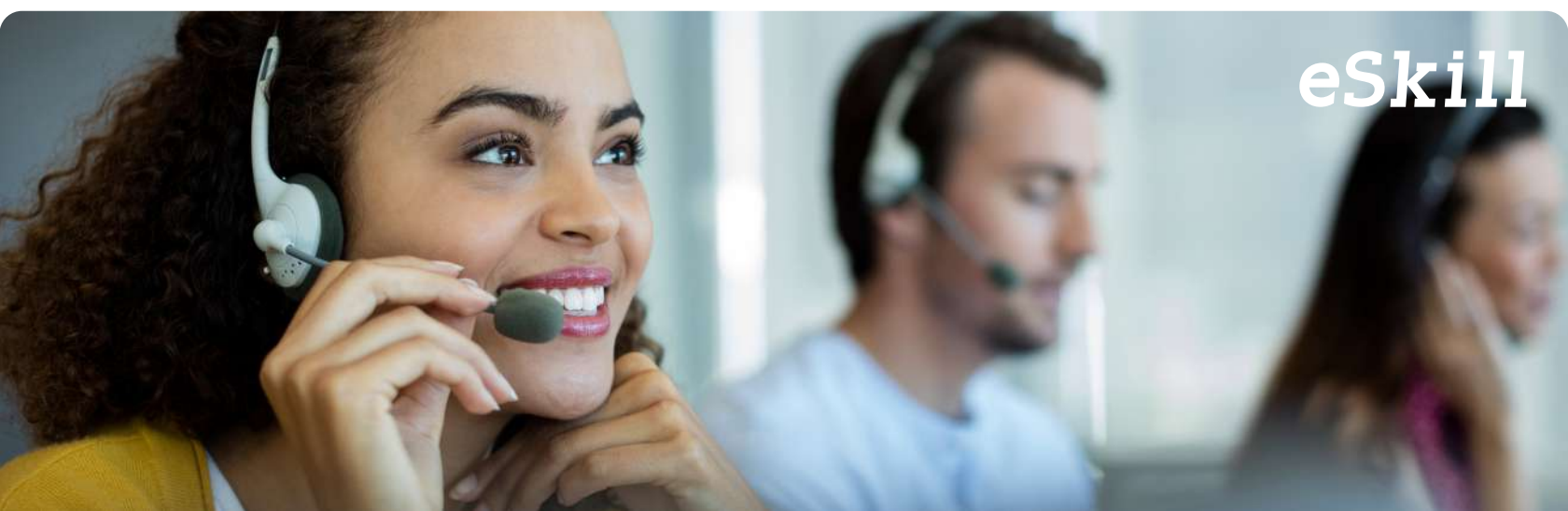
Texas811 evaluated several assessment platforms and even considered hiring a new team member to help with phone screens and interviews. When the management team saw a demo of the eSkill Talent Assessment Platform™, they knew it offered everything they needed and more. It was also much easier and more cost-effective than hiring a new hiring team member.

The HR team could send skills tests to prospective new hires to assess their [typing](#), [data entry](#), and Internet skills and quickly sort and manage results. Recruiters were also delighted that the eSkill Talent Assessment Platform™ includes a video interview feature. Adding [video response questions](#) to assessments helps them screen candidates thoroughly and is more efficient than scheduling phone interviews.

Price was also a deciding factor because other solutions were considerably more expensive and did not allow test takers to include attachments when they submitted assessments.

### Implementation

The eSkill Talent Assessment Platform™ was so easy to use that the hiring team was able to integrate it with Paycom, the company's applicant tracking system (ATS), and begin using it immediately. Although Texas811 was able to deploy the eSkill Talent Assessment Platform™ on their own, they liked having the assurance that they could get help 24/7 if they had a question or problem. They could also contact their Client Success Manager if they needed help setting up assessments or implementing a new recruiting strategy.



## The Results

By implementing the eSkill Talent Assessment Platform™, Texas811 decreased time-to-hire by approximately 75%. It used to take the hiring teams six to eight weeks to fill entry-level call center positions. Now it takes them one to two weeks.

The hiring team was also able to streamline and simplify hiring because HR professionals can automatically eliminate candidates who do not have good typing or data entry skills or the required level of Internet proficiency. Video response interviews allow recruiters to use screening questions to evaluate skills they cannot readily test using written assessments. This helps them determine whether candidates are a good fit for the job and their corporate culture.

Texas811 also improved its candidate hiring experience. Applicants previously needed at least two or three days to complete testing since there were multiple assessments. The hiring team first sent applicants the typing test. Once they finished and submitted it, they sent them the data entry test. With the eSkill Talent Assessment Platform™, HR leaders can combine all questions in a single assessment that applicants can complete it in about 35 to 40 minutes.



As **Terrence McCorkle**, the company's **Talent Acquisition Manager**, explained

The eSkill Talent Assessment Platform™ has streamlined our entire hiring process. We can create an assessment that includes a typing test, data entry and Internet-related questions, and video response questions using a single platform and test as many candidates as we want. The ability to test large volumes of candidates has allowed us to be more selective during hiring, which has helped us improve quality of hire.



[Request a demo](#) to learn how implementing the eSkill Talent Assessment Platform™ can help you simplify hiring and decrease time-to-hire.