From Requisition to Recruitment: Digitizing Talent Acquisition on ServiceNow with INRY Talent

In today's rapidly evolving healthcare landscape, state public health departments stand at the forefront of protecting community well-being. For a state's Department of Health, their mission of safeguarding and improving residents' health requires exceptional talent to address increasingly complex public health challenges.

However, the Department faced a significant obstacle: their outdated recruitment processes couldn't keep pace with their expanding responsibilities. Recruiting top talent had become unnecessarily complicated, with hiring managers struggling to navigate through scattered spreadsheets and coordinate with multiple stakeholders via endless email chains. This fragmented approach not only slowed down hiring but also risked losing qualified candidates to more agile organizations.

A Call for Change

The customer realized that in order to continue delivering on their mission effectively, they needed to modernize their approach to talent acquisition. They needed a solution that would streamline the hiring process, strengthen candidate engagement, and allow them to manage positions with ease and clarity. More importantly, they needed a partner who understood their challenges:

- Recruiters working in silos without visibility into the broader hiring pipeline

- Paper applications and email-based processes leading to delays and errors

- No centralized system for tracking positions or managing candidate relationships

- Lack of visibility into application status for both candidates and HR

- Negative impact on candidate experience

The customer's search for a transformation partner led them to INRY, a decision driven by strategic considerations. With a requirement for rapid

implementation on their existing ServiceNow platform, INRY's pre-built talent acquisition solution emerged as the ideal choice. INRY Talent, having been built on ServiceNow, offered the perfect blend of functionality and flexibility. This meant the customer could quickly configure the application to their specific needs rather than building a solution from scratch – significantly reducing time to value.

INRY Talent: The one-start-shop for Talent Acquisition on ServiceNow

INRY implemented the comprehensive INRY TALENT application, built on ServiceNow, to revolutionize the department's entire talent acquisition lifecycle. This transformation delivered immediate value through a suite of integrated features.

Modern, Accessible Infrastructure

The solution introduced ADA-compliant portals for both candidates and recruiters, optimized for desktop and mobile use. This modern interface not only improved the application experience but also strengthened the department's employer brand.

Streamlined Application Processing

The new system enables:

- Centralized document collection and management

- Automated workflows for requisitions and approvals

- Dynamic, personalized offer letter generation

- Real-time application status tracking

Data-Driven Decision Making

HR leaders now have access to comprehensive analytics and reporting capabilities, allowing them to:

- Track full talent lifecycle metrics

- Monitor recruitment pipeline in real-time

- Make informed decisions about workforce planning

- Measure and improve recruitment efficiency

The Impact: Transforming Talent Acquisition

The implementation of INRY Talent has revolutionized how the department approaches recruitment. Automated workflows have significantly reduced time-to-hire, while the streamlined application process has enhanced the candidate experience. HR staff, freed

from manual data entry, can now focus on strategic candidate engagement and relationship building.

Position Management Reimagined

The new system provides real-time visibility into vacancies and staffing needs, with cost center-based views enabling better budget allocation and workforce planning. This structured approach ensures that hiring managers can make quick, informed decisions about their staffing needs.

Enhanced Candidate Experience

Candidates now enjoy a professional, transparent application process with:

• Easy-to-use application portal

• Automated status updates

• Simplified document submission

• Clear communication throughout the hiring journey

INRY's Well-Rounded Approach that Extends Beyond Implementation

Training & User Adoption

A key component of INRY's approach was empowering the Customer team to take full advantage of the new system. Training sessions were conducted to familiarize HR staff with the platform, focusing on CRM tools, reporting capabilities, and position management. This phase also involved hands-on support to address any concerns, ensuring high user adoption and comfort with the new technology.

Post-Go-Live Support with INRY's CloudCover

To guarantee sustained success, INRY provided ongoing support through its CloudCover service. CloudCover is INRY's comprehensive support program, offering proactive maintenance, system updates, and enhancements based on Customer's evolving needs. This ensured that the solution remained aligned with changing recruitment trends and HR priorities. The Customer team benefited from round-the-clock assistance, with INRY's experts always available to troubleshoot and fine-tune the system.

Looking Ahead: A Foundation for Future Growth

The success of this digital transformation demonstrates that public sector organizations can modernize their recruitment processes without disrupting operations. The department now has a scalable, efficient system

that supports their mission-critical hiring needs while providing an excellent candidate experience.

The implementation of INRY Talent has not just solved immediate recruitment challenges – it has positioned the department as a forward-thinking employer ready to attract and retain the talent needed to serve their community effectively.

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