

“By using iCIMS and Valiant in conjunction, we have a much greater return on investment than using each individually. The screening questions really allow us to drill down on our candidates and quickly find those that are best suited for particular positions.” - Telky Murphy, V.P. of Human Resources at Walden Security.

About Walden Security

A division of Metropolitan Security, Inc., Walden Security was founded in 1990 to fill a void in the Chattanooga, Tennessee, marketplace for high-quality contract security services. From the start, Walden Security has responded to the needs of the community, and has continued to do so in every market where the business has extended.

The Challenges

Walden Security, unhappy with a previous ATS that did not meet the company's diverse needs, began looking for a new technology solution. Already partnering with Valiant, a workforce management solution provider supplying fully hosted time & attendance, scheduling, payroll, HR and business process applications, Walden Security sought out a provider who could streamline and simplify their hiring and reporting processes. The company needed a system that could not only integrate seamlessly with Valiant, but could also accommodate their de-centralized and hourly-based hiring, as well as provide comprehensive reporting tools that facilitated EEO-1/OFCCP compliance.

The Solution

Decision makers at Walden Security soon realized that by leveraging both Valiant's and iCIMS' services, they were not only able to satisfy all of their requirements, but were also able to take advantage of the best-of-breed partnership. iCIMS and Valiant were able to seamlessly integrate, making it possible to automate data transfers and create bi-directional data feeds – facilitating Walden Security's effortless use of the providers' respective tools.

In a best-of-breed partnership, iCIMS and Valiant came together to meet the needs of Walden Security.

Number of Employees

More than 2800

The Client

Walden Security provides high-quality contract security services

Challenges

- Inadequate tools for managing recruitment initiatives
- De-centralized hiring process
- Heavy volume of hourly-based employees
- Insufficient EEO collection and reporting capabilities
- Needed a system that could seamlessly integrate with existing solutions

Key Benefits

- Efficient recruitment program with quantifiable results
- Optimized candidate experience through improved hiring process
- Configurable three-tier Reporting Center for metrics and analytics
- Seamless bi-directional interface between two different platforms to maintain key candidate, job, and employee information

RESULTS

Walden Security has seen measurable improvements since implementing and integrating the iCIMS Talent Platform and Valiant's Workforce Management solution. Walden decreased its cost-per-hire by utilizing iCIMS' screening questions to find qualified candidates more quickly, and, by effectively tracking the sources of their candidates with iCIMS' robust reporting capabilities. Additionally, with the Valiant solution, Walden Security significantly reduced its hard labor costs by recovering unbilled overtime and employee service time loss and automating administrative processes across its organization.

With the help of iCIMS, Walden Security streamlined and simplified their recruitment initiatives. The Talent Platform can be used at the company's various locations for recruiting and hiring, while still centralizing all data into one core system. By utilizing iCIMS' automated iForms, including I-9s and W-4s, Walden was able to capture candidate information quickly and efficiently. Furthermore, the platform is easily configurable to different workflows and is able to adapt to Walden Security's salary positions as well as to their high volume of hourly positions. And with iCIMS' powerful, intuitive reporting tools, Walden Security is able to generate valuable, EEO compliant, metrics and reports quickly and accurately – something the company was unable to accomplish previously.

For Walden Security, the successful integration has equated into a more efficient talent management process. By utilizing both Valiant and iCIMS, Walden Security is able maintain all candidate, job and employee information truly effortlessly.