

BUSINESS CASE

An integration success

SAXO BANK REDUCES TIME TO
HIRE WITH 100 HOURS A YEAR

As part of their strategic business development, Saxo Bank wished to align its recruitment procedure and professionalize its HR setup.

To succeed they decided to use one recruitment system globally. In this system, they integrated with Master to use the cognitive test ACE and personality test MPA as a seamless part of the recruitment.

Saxo Bank's goal was clear: Improve candidate and hiring manager experience, automate the process, and save time. After the first 3 months, the results are very promising.



Saxo Bank has integrated Master's test solutions in their global HR set up as part of a larger strategy. They use the cognitive test, ACE, and the personality test, MPA, for all candidates who reach the second interview. And with the integration, the process is now faster, more transparent, and with fewer mistakes. Even though it's still early days, Saxo Bank is seeing impressive results:

"It was important to us to reduce time to hire. With the integration, we save about 5 minutes per assessed candidate. With our high volume of candidates across the globe, this is hugely important: Each year we have thousands of assessments, and with the integration that's over 100 hours saved".

Sanne Hulsebos, Global Head of Recruitment & Employee Onboarding at Saxo Bank

The decision to integrate with Master was part of the business development plan: Saxo Bank wanted to professionalize their HR setup, and the key to succeed was to have one system globally.

Ultimately, the goal was to save time and create transparency around the whole process.



About Saxo Bank

The Saxo Bank Group is a world-leading provider of electronic trading and investment, with the goal of democratizing the banking industry.

Headquartered in Copenhagen and authorized and regulated in multiple jurisdictions, the Saxo Bank Group holds over €46bn in client assets and employs over 2,100 staff worldwide.

Saxo Bank serves and onboard institutional partners from their offices in key financial centers, including Denmark, the UK, Singapore, Australia, Hong Kong, and Switzerland.

Professionalization and transparency

With locations around the globe and multiple systems, Saxo Bank was determined to offer the same experience to everyone; How could they ensure that candidates were presented with the same process during recruitment?

The drive to rethink and improve their setup came from the difficulty of comparing results across borders in a manual and time-consuming system. Saxo Bank wanted to align its processes across the globe.

To professionalize the setup, they decided to use one recruitment system globally, and they integrated their entire recruitment system with Workday. In this setup, they integrated Master's test solutions.

The strategic aspect was very important: One setup everywhere would lead to similar recruitment processes. This would create similar responsibilities across the globe and make moving from one Saxo Bank location to another smoother.

As a part of this strategy, Saxo Bank also decided to use the cognitive test, ACE, and the personality test, MPA, for every candidate that makes it to the second interview. The tests are used as a qualifier for new recruitments, a way to ensure a certain standard. To keep everything within the same global setup, Master's solutions were integrated with Workday. With the integration, the process is now faster, and bad hires are reduced.

"It was important for us to integrate the cognitive test ACE and the personality test MPA assessments because they are an important part of our recruitment setup. We use ACE and MPA everywhere, and as we were aiming for a one-system setup that could automate as many tasks as possible we also wanted the integration with Master."

Sanne Hulsebos, Global Head of Recruitment & Employee Onboarding at Saxo Bank

Welcome full automation; Goodbye manual and time-consuming processes

Based on the drive to improve their HR setup, Saxo Bank wished to automate processes that were manual before. Earlier, the hiring manager had to send an email, then HR set up the assessment for the candidate, and then they would write back and forth to know how far along in the process, the candidate was.

With the integration the entire process is automated. With just a few clicks, the assessment is assigned, and now both the hiring manager and HR can follow the process. This creates a whole new level of transparency and minimizes mistakes. No one forgets to send out important information, as the system clarifies who needs to act next. And: No more emails back and forth!

Using Master's test solutions consistently significantly improves the quality of decisions around recruitment.

Improved candidate experience

Besides reducing time, another main goal for the integration was to improve the candidate experience. This was part of a bigger strategy, where Saxo Bank wanted to communicate better with candidates.

The integration creates an all-in-one solution for the candidate; they get all their communication from Saxo Bank in one place and there is more transparency in the recruitment process.

Besides the integration, Saxo Bank has also launched a career site, and they believe that all the steps taken will boost candidate experience.

The results are in...

... and they are impressive: So far, Saxo Bank saves 5 minutes per assessed candidate. And with the volume, Saxo Bank faces, this quickly adds up. With thousands of assessments each year, they save 100 hours with the new integration. Possibly even more!

5 minutes saved per assessed candidate is a lot, when you handle thousands of recruitments a year, like Saxo Bank does. This is possible because the system carries the assessment from one part of the business to the other. With no need to email back and forth, HR and the hiring manager can focus their attention on the most important part: Finding the best match for the position.

But saving time is only one of the key results, that Saxo Bank already sees. Other results are:

- Professionalization and alignment of their global recruitment process
- Better candidate experience
- A lot of time saved per candidate
- Improved Hiring Manager Experience
- More transparency throughout the recruitment process
- Everyone uses the same test solutions and makes better decisions

Can we help you with integration?

Do you also want to save time, minimize mistakes, and professionalize your HR setup?

Master has flexible solutions that allow you to integrate with a wide range of HR systems. Contact us today to find out how we can help you.