



## VoiceScreener Customer Testimonial

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### Shop24

#### Company Overview

Shop24 is an international, market-leading automated convenience store. Conceptualized in Europe, it is underpinned by service-driven technology which capitalizes on the gap between manned convenience retail stores and traditional vending machines. Shop24 stores are powered by patented technology that enables business driven processes such as dynamic pricing, promotions, real-time inventory management, as well as the capture and measurement of key retail business metrics.

#### Case Study

Shop24 has always operated with a lean workforce where time and focus is everything. In March of 2009, the company's 12-employee Columbus branch posted an open position for a technical operations coordinator online and within two weeks received more than 350 responses with numerous qualified candidates. Inundated with the amount of talented people that applied for the position, Shop24 turned to HarQen's talent management solution, VoiceScreener, to more efficiently find the most qualified applicants and interview them on the spot.

Because of the immediate need to fill the open position to drive Shop24's business forward in a difficult economic climate, time and money could not be wasted and VoiceScreener's web-based platform proved to be a valuable tool. The company began using VoiceScreener in March of 2009 and screened 15 potential employees using the service and saving time and thousands of dollars.

#### Solution & Success

Shop24 identified three key ways in which their business would benefit by using VoiceScreener:

1. *Managing Volume, Saving Money*

VoiceScreener's ability to prescreen multiple candidates at one time allows Shop24 to give more individuals the opportunity to interview and can pull from a much larger talent pool than they could in the past. In a time where the job market is flooded with resumes, the product created a first hire savings of over \$3,500 and countless man hours that would have normally been dedicated to screening each of the most qualified candidates through the traditional hiring process.

2. *Assessing Communication Skills*

Shop24 operates under a very streamlined staffing model and for that reason any new employee, regardless of their position, must have the ability to communicate to partners and vendors about all facets of their business. Using HarQen's VoiceScreener to facilitate first round interviews allowed the hiring manager to quickly identify the best candidates above and beyond their resume credentials by actually providing a glimpse of each applicant's communication skills.

3. *Web Platform = International Scale*

Operating as a U.S.-based branch of an international company, it was always difficult to gather feedback from overseas colleagues that also have a stake in the success of Shop24's new hire in the States. Because VoiceScreener leverages a web-based dashboard, the ability to evaluate new candidates has no borders, and the Columbus branch is able to distribute audio interviews to international peers for their feedback.

## Quotes

“VoiceScreener is a no brainer for today’s multitasking hybrid managers.” – Matt Reckner, Vice President of North America Operations, Shop24

“This software has simplified the historically non simple subject of screening applicants. Simple” – Matt Reckner, Vice President of North America Operations, Shop 24

“Today’s business environment demands efficiency. VoiceScreener has met that demand by streamlining and simplifying the screening process. I can even include my international associates in the hiring process, which never could have been possible using traditional hiring processes.” – Matt Reckner, Vice President of North America Operations, Shop24