Sterling

Case Study

Emerald Services

Customer Profile

Emerald Services is the largest and leading, locally owned environmental services company in the Northwest. Founded in 1938, the 500 employee, family-owned company based in Seattle, WA specializes in recycling, management, clean up, processing and disposal of non-hazardous and hazardous organic liquids. Emerald also recycles more than 15 million gallons of petroleum wastes for industrial, marine, automotive and government clients annually. Emerald is proud to offer green solutions including onestop recycling and environmental services to the Northwest including: Washington, Oregon, Alaska, Idaho, Montana, Utah and Hawaii. Emerald's business continues to grow and has recently partnered with Cedar Grove Composting to take the lead on organic recycling.

Business Challenges

As more homes and businesses started "going green", Emerald soon found itself rapidly expanding to keep up with the demand. To maintain its leading position in the industry, Emerald needed to hire the best candidates in many states quickly and responsibly, often in locations where it had no regional HR presence.

Martha Koch, an Emerald Human Resources Generalist, joined the team at a crucial point for the waste management company. Before Martha, Emerald's recruiting and screening process was paper-centric and intensive. In her new role, Martha wanted to recycle Emerald's current recruiting and hiring processes to eliminate inefficiency and dispose of human error. In her new role, Martha knew she had to think creatively and act swiftly in order to overcome the several challenges she faced. Martha needed both a reliable applicant tracking system and an employment background screening provider that would deliver results quickly, accurately and cost effectively.

With the expansiveness of Emerald's regional entities, Martha also needed her ATS and employment screening provider to be innovative, technologydriven companies that could seamlessly integrate its recruiting and screening processes into a single,

About

Emerald Services, another company benefiting from the seamless integration of Sterling and Oracle.

Industry: Waste Management

Location: Seattle, WA

Employees: 500

Key Features

- Decreased employment and drug screening turn-around time.

- Reduced onboarding time by 55%.

- Significant cost reduction from the elimination of paper, faxing, overnight mail, and multiple screening software applications.

- More efficient and compliant recruitment-to-hire process.

- Highly satisfied HR organization from the combination of fast, accurate results and proactive customer service committed to resolution.

easy-to-use solution. Given the company's "green" initiatives, Martha also knew the solution providers she chose for this endeavor needed to deliver a paperless solution. Martha didn't need to look any further than Sterling and Oracle Taleo Business Edition Cloud Service.

Solution

Instead of adding headcount to her HR department, Martha embraced technology to solve her new hiring challenges. Using Oracle and Sterling, Martha's goal was to automate the entire applicant tracking, background screening and drug/physical testing processes and manage them from a single solution. After a full evaluation of vendors, it became clear to Martha that Oracle Taleo Business Edition Cloud Service and Sterling – with their ability to provide a fullyintegrated, turn-key solution – were the perfect choice for Emerald.

Sterling and Oracle Taleo Business Edition Cloud Service helped Emerald recycle its previous recruiting and screening processes, and streamlined and automated its new processes with a fully integrated, end-to-end solution to meet all their recruiting and hiring needs. With the Oracle and Sterling solution in place, Emerald no longer wasted time and money managing and screening applicants from two disparate systems. m could now manage the recruiting and screening processes all in a single workflow without the need for duplicate data entry and the physical handling of paper.

The integrated solution from Sterling and Oracle eliminated time-intensive duplicate data entry. It also helped ensure greater compliance due to fewer errors from manually entering the applicant data. Additionally, all candidate screening results returned from Sterling could be viewed directly from within Oracle, saving Martha and her team time and getting qualified, new-hire candidates through the door faster. Using the pre-integrated solution has allowed Martha to drive past her competition and keep Emerald on the path of success.

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> *I'd absolutely recommend Sterling and Oracle Taleo Business Edition Cloud Service to a Human Resources Manager. The fact that you can keep all candidate information in one preintegrated solution is amazing! There's no reason a business shouldn't use Sterling and Oracle – it was a no-brainer to make the move.*
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> - **Martha Koch,**
>   *Human Resources Generalist*