

# Evergreen Secures the Tech Talent Required for a Retailer's Digital Transformation



## ABOUT THE CLIENT

Our client is a leading department store and e-commerce chain known for its wide selection of merchandise, affordable prices, and commitment to customer service. It is the largest department store by retail sales in the United States with over 700 stores nationwide.

As a company, our client values its employees and believes that diversity and inclusion are essential to its success. The company encourages its employees to bring their authentic selves to work and to collaborate to create new ideas and energy.

## Challenge

Our client was closing brick-and-mortar stores and shifting to a more efficient online presence, requiring significant staffing augmentation in the digital space. Additionally, the new CIO was looking to bring many offshore resources back onshore—and onsite in the office.

First, they needed to find technical talent who could support the digital transformation. The ideal hiring partner would also keep DEIB and employee engagement at the forefront while upholding the iconic brand when sourcing candidates.

## Solution

Evergreen managed the end-to-end recruiting process for the select tech teams. Our initial hiring speed surpassed other vendors, uncovering opportunities for improving recruiting processes, including providing labor market analysis to inform the company's decision to expand their candidate pool. We put candidate quality as the top priority, ensuring these full-time hires would perform at the highest level without sacrificing speed, effectiveness, or morale.

*“Insight Global and Evergreen aided in making a seemingly impossible task possible. They provided valuable insights in the conception and architecture of how we might tackle this large hiring push—and through close partnership, data, and patience, they pivoted, adapted, and worked with us as our business needs changed in this evolving hiring ecosystem.”*

—Talent Acquisition Director

91%

Retention Rate

30 Days

Average Time-to-fill

59

Total FTE Hires