



The City of Newport Beach Faster, More Effective Hiring & Data Driven Decision Making

THE CHALLENGE

MANUAL PROCESSES & INSUFFICIENT DATA

Newport Beach had manual HR processes with paper galore. The city created an in-house system for online applications but found it to be insufficient, leaving them to process everything using Word and Excel.

As a byproduct of the manual processes and paperwork, there was a large amount of duplicate applications.

Workload increased, and there were difficulties with data accuracy and continuity throughout the hiring process.

This recruiting process lacked the structure to capture key recruiting data to allow them to make important strategic decisions. As a result, the HR staff became frustrated, prompting the city to seriously address their processes.



WHY THEY CHOSE NEOGOV

TIME-SAVING AUTOMATION

In order to address their challenges, Newport Beach implemented Insight, NEOGOV's applicant tracking system.

Newport Beach assessed that close to 50% of its staff's time was saved with the efficiency of the Insight system.

"Our paperwork has been cut down significantly," stated Gwen Bouffard, HR manager.

The agency is now able to attract and manage a larger amount of applicants.

At the same time, they reduced time-to-hire and increased efficiencies, improving staff morale.

STRATEGIC DECISION MAKING

The agency was quickly able to gather the reports and statistics needed to make strategic hiring decisions. Insight's reports aided in administrative and budget analysis, allowing the city to make informed decisions.

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GWEN BOUFFARD
HR manager | Newport Beach