



Chandler Macleod

Chandler Macleod has provided HR services to organisations in the ANZ region for over 50 years. Publicly listed on the Australian Stock Exchange, the company has over 50 branches employing over 1,300 full time employees. The company has over 3,100 customers across the region.





Business Challenges

Chandler Macleod had an established relationship with Acendré, already utilising Acendré Recruitment to manage internal recruitment, as well as high volume recruitment for special projects for their customers, including graduate programs for the Department of Health and the Australian Energy Market Operator.

In 2012, one of the world's leading engineering, procurement and construction companies involved in a large scale gas project in Western Australia approached Acendré for a recruitment solution. The organisation had particular interest in the reporting and analytics function of Acendré Recruitment.

Chandler Macleod partnered with Acendré to utilise both companies' expertise to address the organisation's challenges.

Chandler Macleod's Carissa Cooper commented on the organisation's unique requirements.

"It needed to be able to employ over 6,000 people over a 15-month period, and be able to manage the sheer volume of expected applications. In addition, they needed reporting that could address the requirements of multiple stakeholders and provide forecasting that would inform the organisation's workforce planning," she said.

"Acendré was able to work with us to create a solution that would address all these requirements. It was a situation we had not encountered before, and the team at Acendré were fantastic in working with us to address the customer's needs," she added.

The Acendré Solution

Acendré Recruitment was combined with Chandler Macleod's best practices to create a tool that was utilised for recruitment, easily configurable, and the provision of 'line-of-sight' analytics and reporting.

Apart from providing Chandler Macleod with the ability to manage the recruitment process more efficiently, Acendré Recruitment is also utilised by the customer, which now has an unprecedented level of visibility into internal and external recruitment teams' activities. Acendré Recruitment's reporting module provides Chandler Macleod's customer with insights into key workforce planning metrics such as:

[Timelines around the recruitment lifecycle](#)

[How long each process within the recruitment process takes](#)

[How quickly specific roles can be filled](#)

Through the extensive reporting capabilities, the customer is now able to forecast how far away an applicant is from starting a specific job, giving them and Chandler Macleod the ability to respond to changing workforce requirements quickly and efficiently.



Acendré Recruitment Provides Competitive Edge

Within the past year, Acendré Recruitment has fielded over 200,000 applications. The team at Chandler Macleod have also been supported with training to enable them to configure the solution as necessary.

“We’ve been able to talk about this system with other clients. I definitely use this engagement as a platform for all my discussions with high volume opportunities,” Cooper said.

“We were familiar with Acendré Recruitment as a recruitment tool, but this project made us more aware of the solution’s capabilities. The configurability of the system allows us to utilise the solution to do much more than just recruitment. The reports that can be developed and the forecasting capability it provides enables us to be very proactive, and provides the client with information for strategic workforce planning,” she added.

“This system has given us the reporting capability that we previously had not had, particularly with the work that Acendré is doing with analytics. We’re really benefitting from this by being able to forecast recruitment, understand the processes involved and how long each step takes, and then responding to our client’s changing needs quickly. For our client, the more agile we are with responding to changes the fewer delays they have. This then helps them avoid large losses,” she added.

“I’d be happy to work with Acendré and Acendré Recruitment again on other projects – I love the configurability of it,” she concluded.



“The team at Acendré were truly a pleasure to work with. Their knowledge of best practice helped us to halve a 36-step assessment process, and standardise it across the various teams. This meant that teams that were previously utilising different processes or were doing things manually were all brought onto the same 18-step process using Acendré Recruitment. The team at Acendré is accommodating, understanding of the requirements of our client, and they’ve helped get everyone on the same page and level of understanding as well. They’ve also worked with us to build capability within Chandler Macleod to support the system and have been very supportive and encouraging of this.”

Carissa Cooper
Chandler Macleod