

## CASE STUDY: NEXTGEN HR

# NEXT GEN HR RECRUITS STAFF DOMAIN.

**NextGen HR** is based in Australia and offers HR and recruitment services to small and medium-sized businesses who do not have these teams in-house. Known for their client care and high attention to personal service, the company looked for an innovative and profitable solution to their talent needs. Specifically, Next Gen HR wanted Recruiters that could manage the growing list of jobs to fill so that the senior team could focus on consulting, final talent interviews and client recommendations.

# Staff Domain's methodology makes offshoring easy.

Staff Domain takes great pride in its proven and methodical onboarding process. With a customer success manager at the helm, clients like Next Gen HR are carefully stepped through the process to ensure every success factor is met.



**Xavier Miller,**  
**NextGen HR's Founder and**  
**Principal Consultant, said:**

*"I liked Staff Domain's approach and in fact, it came highly recommended by one of my own clients. I'd heard many company's struggle with offshoring and I was drawn to Staff Domain's methodology and openness about the factors to outsource offshoring success".*

# Offshore recruiters a cut above the rest.

**NextGen HR** started its partnership with Staff Domain in mid-2020. At first, Miller was resistant about the process because it was his first time working with an offshore team. But the transition proved to be easier than he thought. Within a month, he'd hired his first offshore Recruiter and the onboarding of his hire was expertly managed by the team at Staff Domain.

*"The onboarding process with Staff Domain was very smooth from start to finish. Like anyone who hasn't done it before, there was fear of doing it for the first time but Staff Domain made it go away,"* Miller recalls.

Within the first 4 months of hiring their talented Recruiter, Alex, NextGen HR had already reaped the rewards of offshoring with Staff Domain. Alex's exceptional work helped NextGen HR:

- Improve the quality of candidates shortlisted.
- Improve the quality of candidates employed by their clients.
- Improve NextGen HR's client satisfaction levels and loyalty.

*"Put aside the excellent results we enjoyed in such a short space of time; my greatest delight was finding a brilliant colleague in Alex. She grew so much in a short space of time and very quickly became an invaluable part of our team."*

With the addition of one successful Recruiter, it wasn't long before NextGen HR hired their second.

*"I was completely at capacity,"* Miller says. *"Staff Domain's solution has been phenomenal so far. It has freed up more time and allowed me to focus on business development. All with the support of two new, offshore and highly valued members of our team."*

*"I have every confidence in Staff domain. If you're thinking about offshoring, stop thinking. Do it"*

