



How one of the fastest growing healthcare service providers in the USA increased productivity by 360%

The Client:

The client is one of the fastest-growing child therapeutic and healthcare service providers in the USA, with services provided in all 50 states. They have scaled up over the last decade, with services being provided through over 25 different partner organisations aligned to their mission.

The Challenge:

Despite a strong inflow of candidates at the top of the funnel for certain roles, the client faced growing difficulty in meeting nationwide placement demands. Their traditional, manual recruitment processes created bottlenecks that limited throughput. Scaling to meet demand required expanding operational costs and increasing headcount—an approach that was neither scalable nor cost-effective. Without a more efficient solution, their ability to grow in line with market demand was significantly constrained.

The Solution

An AI agent was deployed to streamline pre-qualification in one of the most in-demand hiring verticals: para-professional roles within the autism care segment. Candidates applying through platforms like Indeed were automatically engaged via text and email by the virtual agent, which introduced the role and conducted a dynamic set of 6–10 pre-screening questions. Qualified candidates were instantly scheduled for interviews, while others were kept in view for future consideration. Over the initial months, the process was continuously refined through a data-driven approach to minimize drop-offs and deliver an optimal volume of qualified candidates to meet operational targets. Throughout the journey, all candidate data was seamlessly integrated into the organization's applicant tracking system, enabling efficient record-keeping and faster onboarding.



The Results

14 days to **72** hours

Reduction in time to interview

60%

reduction in total interviews

99%

candidate satisfaction score

35%

of candidates pre-screened outside of office hours