



CASE STUDY

How LiveHire enabled Komatsu to deliver an award-winning candidate experience and streamline the hiring process

Company Background

Komatsu’s approach to talent acquisition and engagement is designed to improve the user experience for candidates, recruiters and hiring managers, while also delivering more efficient hiring outcomes.

Solution

As winners of the 2021 Candidate Experience (CandE) awards, Komatsu centralised all of their recruitment activity in LiveHire to deliver best-in-class user experiences to candidates, managers and recruiters alike. Komatsu partnered with HudsonRPO for recruitment services and integrated LiveHire with SAP SuccessFactors to deliver an end-to-end solution for the entire workforce. By using the LiveHire platform, Komatsu reduces its reliance on paid advertising and recruitment agencies, supports its Employer Value Proposition and diversity goals, and decreases the time it takes to fill vacancies.

Challenge

- The recruitment process was long, outdated and needed a tech refresh
- A central source of truth was needed to align recruitment workflow, eliminate double-work, and reduce miscommunication
- Opportunity to improve the internal mobility program and engage talent
- Referrals were not being promoted, nor captured efficiently.

Results At A Glance



62%
reduction
in time to hire



3x
the percentage
of hires



21 mins
median candidate
response time
via SMS



30%
internal hires are
from the Talent
Community



Komatsu is deeply committed to encouraging the employment of a diverse workforce into our organisation. We’re thrilled to see that LiveHire also plays a key role in this strategy – enabling Komatsu to increase our percentage of female hires by over 30% with a more proactive, candidate-centric approach to recruitment.

– **Anna Statham**
Recruitment Manager at Komatsu