ClearCo.

Milan Laser Hair Removal partners with ClearCompany to hire top talent and fuel growth

Laser-Focused on Recruiting

The Problem

As Milan began to grow more rapidly, it was clear that their existing process couldn't support the volume of recruiting they needed. Beyond the countless manual steps required with their previous recruiting software, they lacked real insight into the recruiting process. There was no easy way to diagnose the biggest gaps in their process or where they could make improvements. Equally important, their recruiting challenges made for a less than optimal candidate experience. Milan needed a full-featured Applicant Tracking System that could help them increase applicant flow, offer a smooth and transparent recruiting process, and help them monitor the entire candidate pipeline - all with the scalability that would help them meet their aggressive growth goals.

"Before ClearCompany, there was so much manual work required throughout our funnel. We had to upload candidates, we had to make notes, and then manually send people from the application screen to interview. There were no automated workflows."

About the Company

With a commitment to providing clients with world-class customer service and permanent results, Milan Laser Hair Removal is quickly becoming a household name. Founded in 2012, Milan Laser Hair Removal is now the largest laser hair removal provider in the United States, with a staggering 60 new locations opened in 2021 alone. Every day, Milan's medical and administrative professionals take pride in helping customers across 23 states look their absolute best. But this level of growth brings its own challenges. In order to create a consistently great customer experience, Milan needs to hire the best available talent.

30,000

Milan Laser Hair Removal administers 30,000 treatments every month. An operation this large requires sizable applicant pools for sales, customer service, and clinical positions.

"Being able to create and send interview scorecards has made it very easy for our recruiters at HQ to work with hiring managers throughout our clinics, and make quick decisions, digitally. That's a great experience because you don't have to write things on paper or send emails, and we can get right on top of making a hire."

Chad Dunnam
Director of Talent Acquisition, Milan Laser Hair Removal

MILAN
Laser Hair Removal™

The Solution

Fortunately, ClearCompany offered an advanced recruiting toolset that perfectly fit Milan Laser Hair Removal's needs. Interview scorecards and candidate grading help ensure that objective candidate feedback is quickly shared with the entire hiring team. And Talent Communities allows Milan to quickly source top candidates for new positions from within their own database of previous applicants.

> *"We can take a look at the speed between a candidate screened by our Talent Acquisition team and how long it takes on average for them to interview with a hiring manager. We found out that was a bottleneck in our process. We shared this with our leaders in the field, and they made the commitment to turn around interviews within 24 hours so long as candidates can."*

Equally important, ClearCompany's Reporting and Analytics allowed Milan to do a thorough diagnosis of their entire recruiting process, helping them to significantly reduce their average time-to-fill. ClearCompany Analytics also helped make the case that a principle gap was at the top of the recruiting funnel, moving Milan to increase branding efforts and try more recruitment marketing to get applicants in the door even faster.

Milan Laser Hair Removal was able to reduce average time-to-hire by 6 days, going from 20 days in 2020 to only 14 days in 2021.

The ClearCompany Difference

"You can't put a price on health and wellness. That's why ClearCompany is proud to support Milan Laser Hair Removal's efforts to hire the best available talent for all of their locations. Milan trusts ClearCompany to help them find the team members that will fulfill their mission, and improve the lives of their customers."

Christine Rose
Vice President of Customer Success,
ClearCompany

The Results

Milan Laser Hair Removal continues to use ClearCompany's analytics tools to review processes, and precisely track applicant volume and the speed of each recruiting stage. With ClearCompany's dedication to always improving its Talent Platform, Milan will have even more innovative tools to help streamline their process in the future. A big part of their success with the platform is the expert consultation of ClearCompany's Customer Success Team and ongoing assistance of ClearCompany's award-winning Support services.

> *"The people of ClearCompany have been great. I'm so glad that I don't have to spend 10 or 15 minutes waiting for someone to chat with [in Support]. It feels like the response time is usually like 30 seconds, and they're all very helpful and knowledgeable."*

Milan Laser Hair Removal has found a true partner in recruiting with ClearCompany. Milan's helpful, courteous, and professional staff members are a big part of why they've become a nationally recognized brand - and why their customers get positive recognition when they look as good on the outside as they feel on the inside.

> *"Ultimately, it's a very scalable product. That's what people get with ClearCompany - a consistently great experience with both product and service."*

Chad Dunnam
Director of Talent Acquisition, Milan Laser Hair Removal