

BUSINESS OUTCOMES - CASE STUDY

Reducing turnover costs by \$50,000 using The Predictive Index® with Doxim, Leading Customer Engagement Solution

The Company

Doxim is a technology company focused on the needs of document processing and document automation for financial institutions across North America. For over fifteen years, Doxim has focused on helping banks, credit unions and wealth management firms and their service providers to maximize their customer engagement and personalize their customer communications.

Today, the Doxim Customer Engagement Platform is used by over 500 financial service providers, that together service over 10 million customers.

INDUSTRY

Software

EMPLOYEES

500-1000

GLASSDOOR RATING

3.5

CHALLENGES

Doxim acquired several companies and was having difficulty getting the right people in the right positions. Chris Rasmussen, President and CEO of Doxim says, "because we were defining new positions we did not have a lot of history or experience to know what people should be in those positions. As we grew we had many mis-hires."

SOLUTIONS

Doxim implemented the Predictive Index System® delivered by Predictive Success to help them address the challenges they were having getting the right people in the right seats. They used The PI Job Assessment® to create a behavioural profile of their positions. They then used this Job Pattern to determine the fit of both internal and external candidates.

"At the highest level, I would put the cost of a mis-hire at \$30,000-\$50,000, which is about half of the average salary of people in our company. The Predictive Index System delivered by Predictive Success, allowed us to virtually eliminate mis-hires—it paid for itself on the first hire."

\$50,000

Reduction in turnover costs when using The Predictive Index® System

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The Predictive Index System®, delivered by Certified Partner Predictive Success, has allowed us to virtually eliminate mis-hires by better understanding the needs for each job by having a defined profile and matching candidates, internal or external, with the profile.



Chris Rasmussen
President & CEO
Doxim

