



Customer story

MLB hits a hiring home run with Greenhouse

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About MLB

With over 25,000 employees, Major League Baseball is a professional baseball organization, the oldest of the four major professional sports leagues in the United States and Canada.

MLB is an organization that groups three entities:

1 Office of the Commissioner

The most historic professional sports league in the United States, it consists of 30 member clubs in the US and Canada, representing the highest level of professional baseball.

2 MLB Advanced Media

Full-service solutions provider delivering world-class digital experiences and distributing content through all forms of interactive media.

3 MLB Network

The ultimate television destination for baseball fans, featuring live games, original programming, highlights, insights and analysis.

“I can’t say enough good things about how **intuitive and forward-thinking** the Greenhouse Recruiting solution is. The fact that it has the capability to add and configure partner integrations throughout the hiring process, while also integrating with our HRIS, is a huge benefit and makes our lives a lot easier.”

Darrell Lampa
Director of Talent Acquisition, MLB



MLB's challenge

Prior to Greenhouse, MLB used Taleo, which lacked configurability, visibility and collaboration in the hiring process, creating silos for hiring managers and recruiting teams.

The recruiting teams at MLB faced several challenges, including:

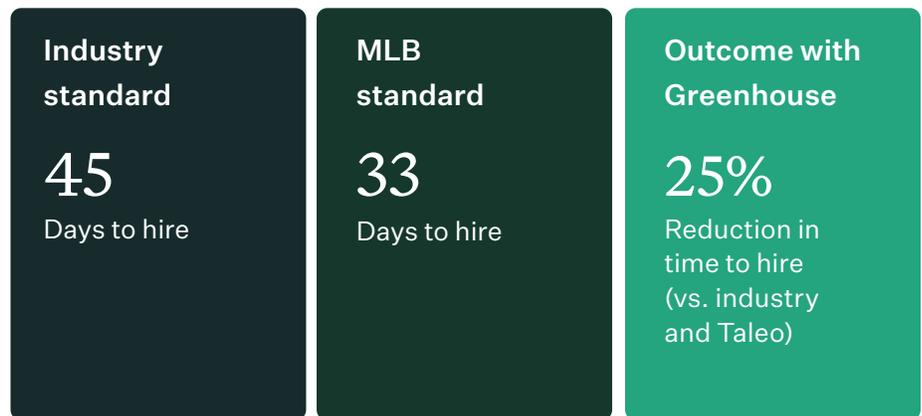
- Hiring managers didn't have access to the system due to the lack of configurability and the challenging interface
- No interview plans or scorecards – candidate scoring and evaluation occurred outside the system
- Recruiting teams only used it from an administrative point of view



Greenhouse in action

Attract high quality talent

With Greenhouse, all employees have access to the talent acquisition suite dashboard, enabling a robust referral program across the organization that gets hiring managers and teams involved and excited about the new hires they're going to bring on, while keeping track of it all within the system. MLB employees have access to an employee referral program as well as an executive referral program.



Great candidate and hiring manager experiences

Unlike solutions that provide poor candidate and hiring manager experiences, Greenhouse is an easy-to-use tool with attention to detail to help recruiters seamlessly execute role searches and fill jobs faster. The built-in scheduling tool is a great example of how Greenhouse users can request availability from a candidate in line with the availability from interviewers, saving time and effort.

The candidate experience is more important than ever because it not only impacts the candidates you do hire, but also the ones you don't. The experience candidates take away with them can impact your company brand through review sites, social media and even word of mouth.



50%

Reduction in candidate touchpoints with true structured hiring

33%

Reduction in hours spent interviewing per hire

<12

Hour average turnaround time for interviewer feedback – the faster feedback is received, the quicker the recruiting team can progress high-quality candidates

The best way to attract high quality talent? Have them be attracted to you! MLB takes the time to ask candidates (those they hire and those they don't) about their experience interviewing with the company. When rating "Overall my experience was a positive one," MLB ranks 23% higher than our benchmark average with "Strongly agree"!

Flexible and configurable

Many solutions only offer limited configurability, but with Greenhouse, the MLB has been able to customize the entire hiring process for each position (with custom fields and workflows that vary from position to position). The MLB has added integrations, like video interviewing at different stages of the process and fully customized scorecards for more technical positions, to fit the various rounds of technical assessment.

With Greenhouse, MLB was able to choose from over **250 integrations** to configure the hiring process to their needs.

The main integrations MLB uses are for LinkedIn and Entelo for sourcing, Facebook and Twitter for social and HireVue for video interviewing.

Customer success

Unlike solutions that you only hear from when it's time to renew, Greenhouse has a consistent cadence of communication. Greenhouse has a great enterprise customer success team that provides an average of four to six hours of calls per month, giving strategic guidance, new feature training and technical support while pulling in additional resources to support MLB's needs.

MLB gave Greenhouse and its customer success team a 10-point net promoter score (NPS).





Data migration and HRIS integration

When MLB decided to switch from Taleo to Greenhouse, they were driving toward an aggressive deadline to migrate their existing data, test the new system and get their talent team up and running. At first it seemed like an unrealistic timeline but the Greenhouse team exceeded expectations every step of the way, making it possible to meet the delivery date and provide an excellent data migration process through their professional services team.

MLB was also planning to transition their HRIS to Workday and required an ATS that could complement Workday. Greenhouse Recruiting's seamless integration with Workday set us apart.

“I am confident to have the Greenhouse integrations consulting team assisting us with their subject-matter expertise in this professional service engagement. Quite frankly, if it wasn't for them we'd need to figure it out ourselves and I wouldn't feel as confident as I do with the Greenhouse team by our side.”

Darrell Lampa
Director of Talent Acquisition, MLB



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Greenhouse is the leading hiring software company. More than an ATS, we help businesses be great at hiring through our powerful philosophy, complete suite of software and services, and large partner ecosystem – so businesses can hire for what’s next.

To learn more, visit
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