

CASE STUDY

How Compass Group Transformed High-Volume Hiring with First Advantage and Paradox

Situation

High-volume hiring and challenges in the candidate experience

With an extremely high volume of hiring, reaching approximately 140,000 hires per year, Compass Group faced significant challenges in scaling its recruitment and background screening processes.

Key challenges included:

- A small centralized recruiting team (only 16 recruiters) managing high hiring volumes
- Long and complex application processes leading to high candidate drop-off rates
- The need to increase speed without compromising hiring quality
- A diverse portfolio of brands and sectors requiring tailored screening approaches
- Difficulty reaching candidates with varying levels of access to technology

Given this scenario, it became critical to modernize the hiring process to make it more agile, scalable, and candidate-centric.

Customer Profile



Compass Group PLC is one of the world's leading food and beverage services companies, serving millions of people across approximately 30 countries and employing more than 580,000 people globally.

The company operates across a wide range of sectors, including business and industry, healthcare, education, sports and leisure, defense, and offshore operations, supported by a strong portfolio of brands.

- **Industry:** Food & Beverage Services
- **Employees:** 580,000+
- **Headquarters:** Chertsey, Surrey

Solution

Automation, AI, and integration for a more efficient process

To address these challenges, Compass Group expanded its partnership with First Advantage and integrated Paradox into its ecosystem, incorporating automation and artificial intelligence into the hiring process.

Key elements of the solution included:

- Integration between First Advantage and Paradox to unify recruitment and background screening
- Use of a conversational AI assistant to automate administrative tasks
- Implementation of a structured support model with dedicated customer success teams
- Ongoing support for change management, training, and program optimization

Implemented capabilities included:

- SMS-based applications, allowing candidates to start the process directly from their mobile devices
- A simplified and more accessible candidate experience
- Localization of the process across multiple languages
- Automation of key recruitment steps to improve operational efficiency

Results

The transformation delivered meaningful results for Compass Group:

- Simplified candidate journey
- Reduced time-to-hire
- Lower drop-off rates in early stages of the hiring process
- Improved operational efficiency with a lean team
- Scalability to support high-volume hiring

“It’s important to work with partners who continue evolving alongside you and the market.”
— Jay Singh, Senior Director of Talent Acquisition, Compass Group

Why First Advantage?

First Advantage helps organizations transform their hiring processes through technology, automation, and background screening expertise. With scalable and integrated solutions, we support companies in improving the candidate experience, reducing risk, and accelerating hiring, even in high-volume environments. Are you ready to challenge your high-volume hiring program and drive meaningful change?

[Contact our team to learn more →](#)

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