



Predictive
Hiring

Why Mainstay Technologies Has Used Plum for 4 Years to Find Technically-Skilled, Client-Facing Employees

MAINSTAY
TECHNOLOGIES

About:

Mainstay Technologies provides high-touch, enterprise-level IT and cybersecurity services to organizations across New Hampshire and Northern Massachusetts.

Industry: Internet Technology

Location: Manchester, NH and Belmont, NH

The Challenge

Mainstay Technologies has pinpointed attracting, identifying, and developing the right team members as a core indicator of company success. The Mainstay team works directly with clients, so ensuring that job applicants not only had the technical expertise required for contributing to an IT company, but could also maintain positive customer experiences, was integral to employee and company success. However, **since Mainstay received an average of 200 applications for each job posting, identifying high-performing client-facing talent early in the hiring process with only a resume for reference was next to impossible.** To save hiring manager time and not miss out on top talent with brief resume scans, Mainstay needed more data.

The Solution

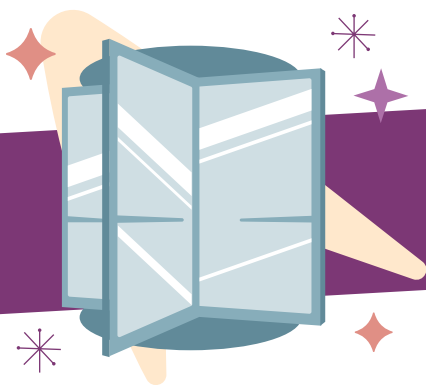
After testing several assessment tools, Mainstay Technologies implemented Plum because **they were interested in seeing how an additional dimension of predictive data – Plum Talent data – could increase recruiting success.**

At first, Mainstay's hiring managers saw Plum results as a helpful suggestion, and therefore did not take the results too seriously. In the first year of using Plum, a seminal moment occurred when a candidate was able to convince the hiring team of her fit, despite a poor Plum Match Score. After hiring her, Mainstay CEO Ryan Barton describes watching everything Plum predicted come true "in an epically disastrous way." From that experience, Mainstay committed to take a Talent-first approach and no longer hire against Plum-recommended candidates.

"The difference between having Plum and not is similar to the difference between a phone interview and an in-person interview. The breadth of what we can understand about a candidate is significantly increased."

-Ryan Barton, CEO of Mainstay Technologies

plum predict certain.



The Outcome

Mainstay Technologies has used Plum to find top-performing, client-facing employees with enterprise-ready technical expertise for 4 years. Since the incident in which Mainstay hired against Plum's predictions, the company has doubled in size. **Plum has been an integral part in maintaining a total turnover rate (both voluntary and involuntary) of 11% – keeping retention rates above the industry average**, considering that technology companies have the highest rate of turnover (13.2%) compared to any other industry.

“There is nothing more important than having the right people on the team. Plum is incredibly valuable in helping us identify diamonds in the rough, predict challenges, and predict aptitude. Integrating Plum resulted in a quantum leap in our recruiting capabilities. Those capabilities directly drive our success. Our clients frequently marvel at our ability to recruit rock star team members!”

-Ryan Barton, CEO of Mainstay Technologies

Given that Mainstay's success relies on employees who have deep technical expertise as well as acute social skills, they've found that Plum Talents that are made up of the traits compassion and problem-solving – like conflict resolution – generally lead to employee success.

Mainstay Technologies uses Plum for every role, including internal promotions and career planning. Mainstay is committed to enabling continuous growth opportunities for all their employees, providing training resources and mentorship based on people's strengths and development potential highlighted by the Plum Talent assessment.

Mainstay credits their success at getting the right people in the right roles as a major factor behind recently winning a “Best Places to Work” award for New Hampshire.