

CLIENT CASE STUDY | HIRING OPERATIONS X-RAY

# Turning a hiring bottleneck into an operating system

Deskwise diagnosed the repetitive handoffs, follow-ups, checks, and spreadsheet work around a fragmented hiring process, then built a practical workflow layer that kept people in the loop where judgment mattered.

## Innospec

Englewood, Colorado headquarters; specialty chemicals operations with high-volume hiring workflows.



**3 days**  
→  
**same day**

Candidate first-contact cycle after workflow intervention

**6-8 hrs**

Weekly manager admin time removed during hiring pushes

**0**

Duplicate hiring spreadsheets maintained by HR after launch

**100%**

Human review retained for eligibility, fit, and final decisions

EXHIBIT 1

# The hiring process was technically working, but the work around it had become the bottleneck.

The Deskwise X-Ray found that the applicant tracking system was not the core failure point. The hidden cost sat in human routing, inbox follow-up, duplicate data entry, status ambiguity, and manager decision latency.

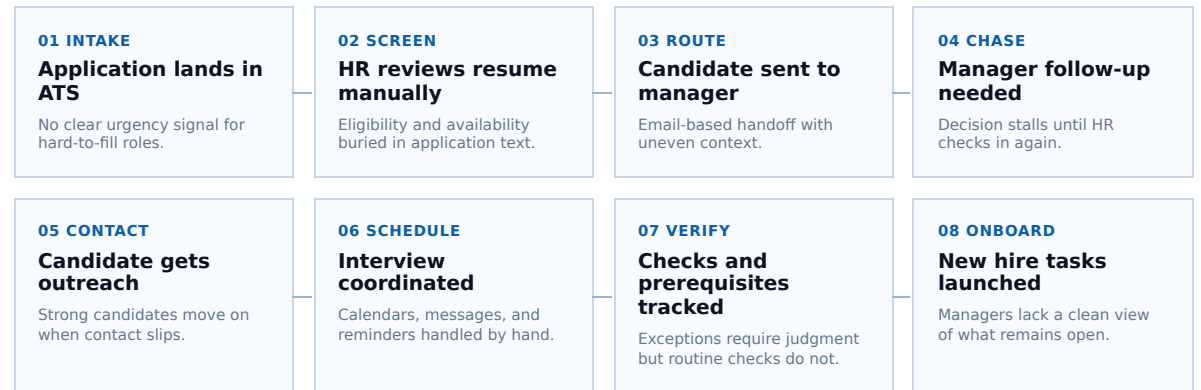
DIAGNOSTIC FINDINGS

## Where the hours were leaking

- 1 Candidates waited while work bounced between systems.**  
Hiring teams had applicant data, but no dependable same-day follow-up motion after new applications arrived.
- 2 Managers made decisions from incomplete context.**  
Applications, notes, eligibility checks, and availability details were scattered across screens and messages.
- 3 HR carried a second system in spreadsheets.**  
The unofficial pipeline tracker became the source of truth because the formal tools did not show the work clearly enough.
- 4 Judgment was mixed with robot work.**  
People were needed for fit, risk, and exceptions, but spent too much time copying, chasing, checking, and re-entering.

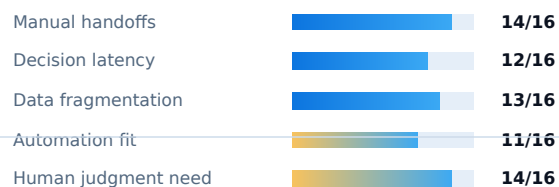
BEFORE-STATE WORKFLOW

## Eight handoffs before a confident hiring decision



DESKWISE X-RAY SCORES

## Intervention fit



PRIMARY FAILURE MODE

## First-contact latency



Recommendation: a hybrid automation layer plus decision review loop. Automate the repeatable motion; preserve manager and HR judgment at explicit checkpoints.

EXHIBIT 2

# Deskwise built the system that should have owned the repetitive work from the beginning.

The solution did not replace hiring judgment. It made the routine motion reliable: summarize, route, remind, schedule, track, and surface exceptions before candidates or managers went cold.

SOLUTION ARCHITECTURE

## Hybrid workflow layer plus human review loop

### Inputs

- ATS candidate records
- Hiring manager role needs
- Email and calendar events
- Eligibility and onboarding tasks



### Deskwise workflow system

- AI-assisted application summaries
- Candidate status dashboard
- Follow-up and reminder automation
- Decision prompts and exception queue



### Human judgment points

- Manager review of fit and timing
- HR review for policy exceptions
- Final interview and offer decisions
- Launch of onboarding handoff

OPERATIONAL RESULT

## What changed after rollout

Candidate first-contact cycle  
**3 days → same day**

Manager admin load during hiring pushes  
**-6 to -8 hrs/wk**

Duplicate HR pipeline trackers  
**eliminated**

Hiring decision ownership  
**unchanged**

PIPELINE VISIBILITY

## Candidate drop-off risk by hiring stage

