



Reveal Case Study

TOTAL OFFICE INC.

Akron, Ohio

May 2022

Total Office Inc.

An Ohio-based, family-owned virtual assistant company that launched their business in 1992, is best known for, “pioneering the virtual assistant’s industry,” and is still growing strong with impressive revenue numbers that serve and support the financial services industry. Since incorporating in 1999, they have kept their team small yet nimble and currently service CFP’s, RIA’s, Independent and fee-only advisors of all sizes, across the USA.

Executive Summary

Industry: Financial Services
Revenue Size: \$3 million
Employee Size: Under 20 employees
Hiring Quantity: 15
Hiring Level: Virtual Account Assistants
Assessment Use: Pre-Hiring, Selection, Management Support in Hiring Decisions, Job Fit, and Retention

Using Reveal to Hone In On The Best Candidates

Total Office Inc. began using the Reveal assessment in 2019 after receiving a recommendation from another business owner. Though careful considerations were made during their interview process, they found they were still missing some key personality points that didn’t show themselves until after the employee had been hired and trained. It was clear that they needed a

better and more effective way to hone in on traits that were crucial to success in the roles they were hiring for. Since sending out the initial assessment 3 years ago, Reveal has become an integral part of their hiring process.

They hire highly qualified candidates for their Account Assistant position, using Reveal's competency-based assessment. Following their initial interview, the candidate receives the assessment to determine if the candidate will move on to a more in-depth interview process. Based on the results, if that candidate is not a good fit the process is concluded. If there are some questionable issues, they are then able to address them in a follow-up interview and modify their interviewing to target if necessary.

Impact Summary Using Reveal:

- Very Simple and Easy to Use
- Makes Onboarding Simpler
- Reduction in Turnover
- In-Depth Insight Has Improved Candidate Quality
- Time Savings
- Cost Savings

They have been using Reveal, their chosen assessment platform, for a little over 3 years and the value of what Reveal has brought to their hiring process has been evident. They reported that the onboarding with Reveal and the use of the platform is very simple—with a simple login and a few keystrokes, an assessment is sent to a prospect.

Reveal is a Key Tool In Their Hiring Process

Total Office recognizes the differences in the market today from just a few years ago. They have reported that to this point, the majority of the people they have hired are still employed with them. They said that the assessment was spot on when pointing out possible issues with candidates, especially with respect to how they would work with the Total Office team. They reported that in one instance, they ignored what the Reveal report said because they liked the candidate so much. They said, "Bad decision and lesson learned!!" Reveal is an integral part/key tool in their hiring process and they consider the report results as being accurate and an enhancement to their process. They plan to continue to use Reveal to manage their hiring processes.