Dexcom

PUBLIC

Dexcom: Filling Critical Employee Roles Fast with Artificial Intelligence

Continuous glucose monitoring solutions from Dexcom Inc. are a game changer for people everywhere. Technology enables the company to deliver on its mission of revolutionizing diabetes care. As more people turn to Dexcom devices to help manage their blood glucose levels, the company faces significant growth. So, Dexcom implemented Eightfold Talent Intelligence Platform alongside SAP® SuccessFactors® solutions to **enhance the hiring experience for applicants and the business**.

eightfold.ai

SAP SuccessFactors

THE BEST RUN SAP

Harnessing Premium Talent with Eightfold Talent Intelligence Platform and SAP® Solutions

Before: Challenges and Opportunities

- Massive business growth in the past five years and projected into the future
- Imperatives for internal mobility and goals for diverse and inclusive hiring

Why SAP and Eightfold.ai

- Eightfold Talent Intelligence Platform, which provides artificial intelligence that can enhance the applications and hiring process
- Intelligent job matching capabilities that automatically match applicants with open positions based on their uploaded resumes
- Native integration between select SAP® SuccessFactors® solutions and Eightfold Talent Intelligence Platform

After: Value-Driven Results

- Created a new, intelligent hiring Web site that improves the hiring experience for both applicants and HR decision-makers
- Improved visibility into key demographic factors that enable more-inclusive hiring decisions
- Matched more applicants with jobs for which they are suited
- Removed repetitive, manual, and error-prone tasks from the hiring process and enabled applicants to upload their resumes to the hiring Web site
- Empowered employees to apply for open positions that best fit their career goals

Dexcom®

"Eightfold Talent Intelligence Platform and SAP SuccessFactors solutions power an **entirely new and intelligent hiring experience** that's helping us find the talent we need."

Matt Hill, Director of Talent Acquisition, Dexcom Inc.

40%

Conversion of all Web site visitors to unique job applicants in the first six months after go-live

42%

Of career site visitors submitted a resume in the first six months after go-live

Featured Partner

eightfold.ai

SAP SuccessFactors

Dexcom Inc.
San Diego, California
www.dexcom.com

Industry
Healthcare and consumer products

Products and Services
Continuous glucose monitoring devices and software

Employees
3,900

Revenue
US$1.93 billion)

Featured Solutions
SAP SuccessFactors solutions

THE BEST RUN SAP®

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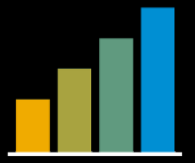
Changing Lives with the Power of Technology

Dexcom Inc. is a pioneer in continuous glucose monitoring (CGM) solutions. People around the world depend on Dexcom's innovative systems and technology to help keep their blood glucose levels at safe and healthy levels – without the pain or invasiveness of traditional glucose monitoring measures.

Dexcom places technology at the core of its business model, and this technology puts knowledge directly into the hands of people with diabetes. The company's flagship product, the Dexcom G6 CGM System, provides its users with **in-depth, real-time data on their blood glucose levels**. Users simply attach the system's auto-applicator to a small and discrete spot on their body, which inserts a small sensor just beneath their skin. A transmitter on the device then sends insights to users' smartphones, laptops, and other electronics.

To continue creating innovative products like these, Dexcom relies on dedicated, skilled employees. But the job market is competitive, and Dexcom's recruiting process was holding the company back. Dexcom had grown significantly in the past five years, and it needed to hire a high volume of new employees across all of its recruiting segments.

So, Dexcom wanted to enhance its SAP® SuccessFactors® solutions, which had supported the company's HR processes for years. Having built its brand on technology and digitalization, Dexcom was particularly interested in exploring the promise of artificial intelligence. The company hoped that AI could **improve the hiring experience for everyone involved**.



40%

Growth in revenue per year

2,000

Net-new employees hired in 2020 to support Dexcom's growth

Creating New Efficiencies for Applicants and Decision-Makers

Dexcom implemented Eightfold Talent Intelligence Platform by Eightfold.ai to extend the capabilities of SAP SuccessFactors solutions with AI. Using the platform, Dexcom can take advantage of sophisticated AI to radically increase the efficiency and effectiveness of its talent operations.

Together, SAP SuccessFactors solutions and Eightfold Talent Intelligence Platform can transform recruiting, internal mobility, candidate experiences, diversity, workforce planning, and other processes – so Dexcom can **find, keep, and grow its talent**. Applicants can simply upload their resumes to the Dexcom hiring Web site, and the AI will pull the relevant information from applicants' resumes and check it against available positions.

Prior to implementing the Eightfold Talent Intelligence Platform, Dexcom struggled to view a single talent network. The hiring process was cumbersome and time-consuming for both HR decision-makers and applicants. Though Dexcom had set inclusive hiring goals, the company had no way of bringing insights about applicants' diversity to the forefront. Meanwhile, applicants had to apply "the old-fashioned way" – manually searching through open positions to find ones that seemed to fit them best.

But with Eightfold Talent Intelligence Platform, Dexcom can **train AI bots to provide precisely the information that decision-makers need** as part of a process that also makes it easier for applicants to apply. Those decision-makers also have insight into how the AI algorithm works and what they can expect when they use AI to guide the business.

Enabling Inclusive Hiring Decisions

Today, Dexcom is meeting its demand for new hires. The company is continuing its growth path, and it even had the highest growing stock on the S&P 500 Index in 2020. Eightfold Intelligence Talent Platform is making a real difference for the business by empowering employees and applicants with an **improved user experience**.

Matt Hill, director of talent acquisition at Dexcom Inc., said that applicants are noticing the difference between the company's old applications and hiring process. They tell him that they like what they see.

"So from a candidate experience perspective, it's mind-blowing," he said. "It's a couple of clicks, and you have not only a set of jobs that look like they fit your background, but also descriptions of why – down to the skill level."

Recruiters, too, are enjoying a new experience that provides them with the tools and information they need to make better decisions that help realize Dexcom's mission and key goals. For instance, Dexcom's AI instance knows to **provide greater visibility into demographics such as gender diversity** or whether an applicant studied at a historically black college or university.

"People want to do the right thing. So, giving them the data in order for them to do that right thing is really the key," Hill said.

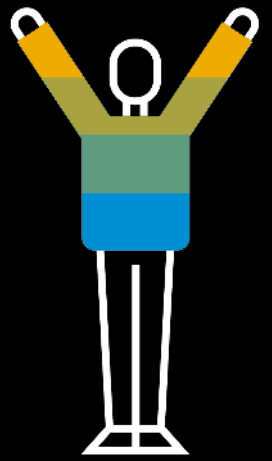
Encouraging Internal Mobility

Dexcom successfully improved the hiring experience for job applicants new to the company. Now, it is using Eightfold Talent Intelligence Platform to launch an internal mobility module that will empower existing employees to apply for open positions at the company.

This will help Dexcom deliver on its mission of prioritizing internal talent mobility, helping employees find roles that meet their career goals. By placing employees into the positions for which they are best fit, Dexcom can **maximize efficiency and productivity to support key business goals**, including those goals for growth.

With the internal mobility module, Dexcom employees will be able to upload their resumes just like external applicants. They can match with jobs across the entire company, opening doors to opportunities beyond their specific business unit or department.

Moving forward, Dexcom will continue to configure its AI instances on Eightfold Talent Intelligence Platform and SAP SuccessFactors solutions to meet the needs of the business as they evolve.



"We support our employees when they want to move across the company and toward their career goals. Technology shouldn't get in the way of that. It should **unlock the conversations that need to happen** for our employees to grow and succeed."

Matt Hill, Director of Talent Acquisition, Dexcom Inc.

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