

The ROI of **REDUCING TURNOVER**

Turnover is one of the most expensive challenges organizations face, with replacement costs reaching up to 2x an employee's salary. But the financial impact goes beyond hiring and training—two-thirds of turnover costs are hidden, tied to lost productivity, knowledge gaps, and service disruptions.

HR and TA leaders know the importance of reducing turnover, *but how do you build a compelling business case for investing in solutions that improve retention?*



HIGH TURNOVER LEADS TO:

- ▶ Increased Hiring Costs
- ▶ Lower Productivity
- ▶ Disrupted Company Culture
- ▶ Lost Revenue

Building a Business Case for REDUCING TURNOVER

Here are five key areas to address:

LOWER HIRING & TRAINING COSTS

Reducing turnover by just **10-20%** can save thousands per hire by cutting recruitment, onboarding, and training expenses.

INCREASED PRODUCTIVITY & PERFORMANCE

Employees who stay longer gain experience, work more efficiently, and contribute more over time, improving overall output and customer satisfaction.

STRONGER TEAM MORALE & ENGAGEMENT

High turnover disrupts teams and lowers morale. Retaining employees fosters stronger collaboration, engagement, and long-term success.

A strategic, ROI-driven business case can demonstrate the impact turnover has on an organization's finances and operations, convincing leadership that it's in their best interest to invest in technology that reduces it.

BETTER CUSTOMER & CLIENT EXPERIENCE

Frequent employee turnover in customer-facing roles can erode trust and service quality. Stable teams create better experiences, driving brand loyalty and repeat business.

SIGNIFICANT BOTTOM-LINE SAVINGS

Turnover reduction can cut costs by **50%** or more in high-churn roles. Investing in retention pays for itself through lower hiring expenses, higher productivity, and better business outcomes.



Case Study: FORTUNE 50 TELECOM COMPANY

A Fortune 50 telecom company partnered with HighMatch to tackle high turnover in their service technician roles across multiple regions. After implementing HighMatch's personalized assessment solution, they significantly improved their ability to screen and identify candidates whose innate qualities aligned with job success.

The result? A 48% reduction in turnover, saving the organization \$5.8 million annually.



Company's
SAVINGS: 

- ▶ 48% reduction in turnover
- ▶ \$5.6m annually

From enhanced efficiency to better candidate quality, the right tools empower recruiters to meet their goals while driving long-term savings and operational benefits.

Interested in building an ROI-driven business case to help justify an assessment investment at your organization?

HighMatch can help.
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