

**CUSTOMER
SUCCESS
STORY**

SmartRecruiters
An SAP company

abano
healthcare group

**How Abano Healthcare increased
clinician hires by 32% with
SmartRecruiters**

Overview

In an increasingly competitive healthcare landscape where clinician hires fell by **5% year-over-year** across the industry, **Abano Healthcare** achieved an extraordinary **32% increase in clinician recruitment**.

When **Derek Del Simone, Chief Talent Officer at Abano Healthcare**, set out to modernise recruitment, his goal was clear: create a fast, scalable, and human hiring engine that could deliver quality talent across Australia, New Zealand, and international markets.

Less than a year later, Abano has built a fully connected, AI-powered recruitment ecosystem that's reduced time-to-hire by half, saved nearly **\$1 million** in agency costs, and delivered an exceptional candidate and hiring manager experience — all powered by **SmartRecruiters**.



Derek Del Simone
Chief Talent Officer

abano
healthcare
group

***“SmartRecruiters gave us the foundation to build a global, always-on recruitment engine.*”**

It's been transformative – for our business, our candidates, and our people.”

About Abano Healthcare

Abano Healthcare is a leading dental and healthcare group operating across Australia and New Zealand, employing thousands of clinicians and support staff. With a focus on innovation, care, and community, Abano is dedicated to delivering exceptional patient outcomes through empowered people and progressive technology.

2,500

Employees

Industry: **Healthcare**

Headquarters: **Melbourne, Australia**

Challenge

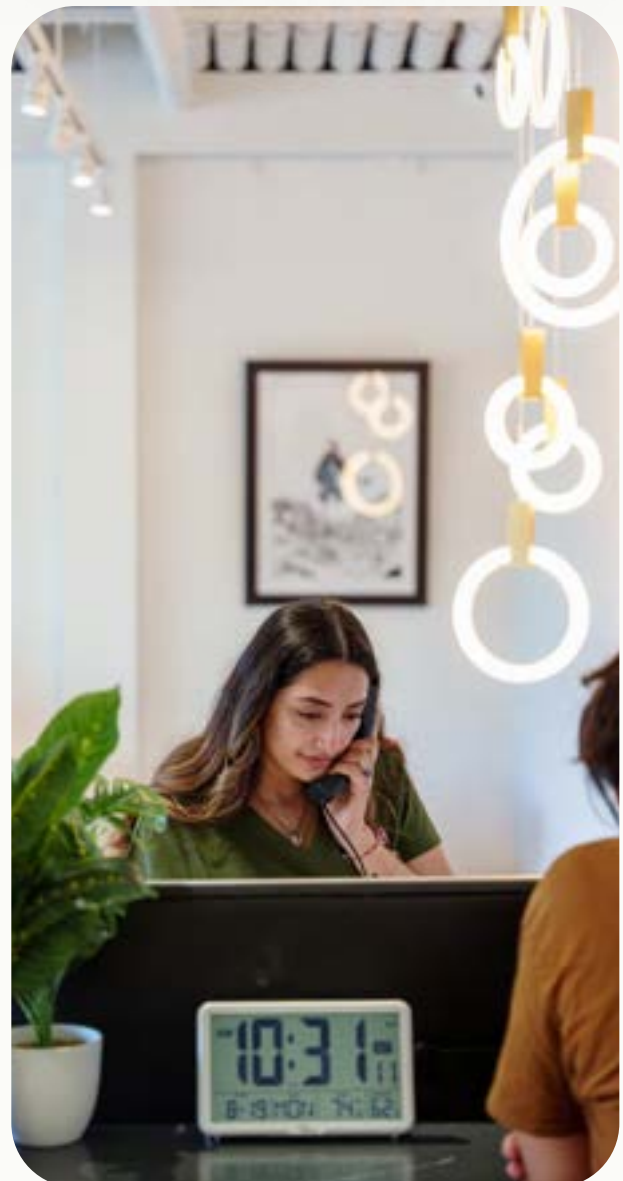
- A 5% decline in available clinician talent across the market
- Complex international recruitment processes across multiple time zones
- Heavy reliance on costly agency staff, adding \$40–50 per hour per clinician

Solution

- Implemented SmartRecruiters as a **single source of truth** for all hiring activity
- Developed a custom "Dr Wisdom Tooth" chatbot for **24/7 candidate support**
- **Integrated AI-powered sourcing** with Arya by Leoforce for engaging passive talent globally

Results

- **32% increase** in clinician hires, despite a market decline
- **Time-to-hire reduced by 52%**, from 25 days to 12 days for clinical support roles
- **\$958,000 saved** in agency fees



Challenge

Competing for talent in a shrinking workforce

Abano Healthcare operates a large network of dental and healthcare practices across Australia and New Zealand, recruiting hundreds of clinicians and support staff each year—often across regional and rural locations.

Yet the talent team faced significant challenges:

- **A 5% decline in available clinician talent** across the market
- **Complex international recruitment** processes across multiple time zones
- **Heavy reliance on costly agency staff**, adding \$40–50 per hour per clinician
- **An outdated tech stack** with limited automation and data visibility
- **Slow, manual workflows** that increased admin load and delayed hiring decisions

To stay competitive, Abano needed a solution that could enhance efficiency, connect its systems, and help recruiters focus on people—not paperwork.

“We wanted technology that **eliminates administrative duties** with a high human error rate or that places a significant burden on the team.”

Derek Del Simone
Chief Talent Officer
Abano Healthcare



Solution

Building a future-ready recruitment ecosystem

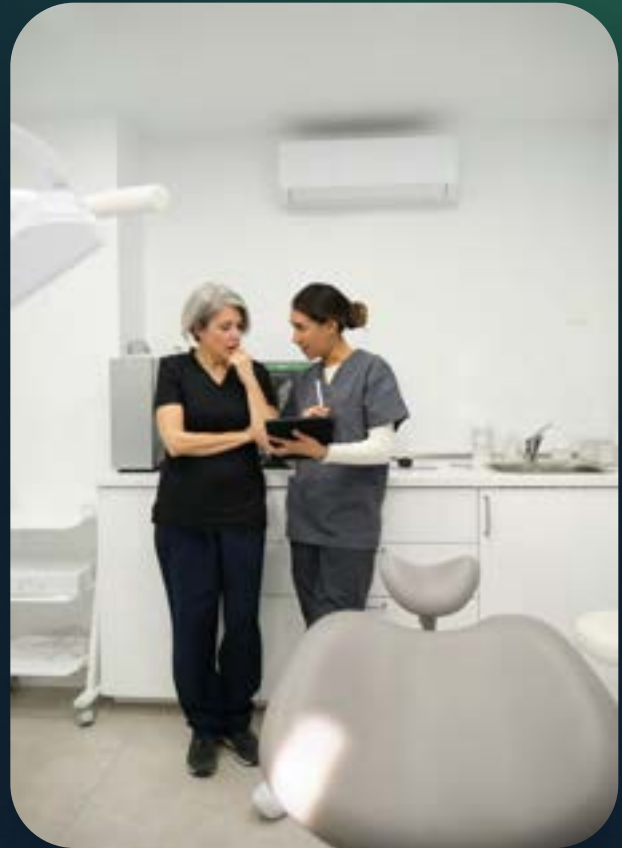
The **Talent Flow Technology Improvement Project** was born—a bold initiative to reimagine how Abano attracts, assesses, and hires talent.

At the centre of this transformation sits **SmartRecruiters**, now serving as the single source of truth for all hiring activity and the foundation for an interconnected, AI-enabled recruitment stack.

Key Initiatives Included:

- **Custom “Dr Wisdom Tooth” chatbot**, built within SmartRecruiters, offering 24/7 candidate support.
- **AI-powered sourcing with Arya by Leoforce** to engage passive talent globally, 24/7 — even while recruiters are offline
- **Predictive behavioural interviewing with Sapia AI**, providing bias-free screening and data-driven insights.
- **Automated reference and compliance checks** via Xref and CheckWorkRights, reducing turnaround time.
- **Dayforce integration**, creating a seamless bridge from application to onboarding.

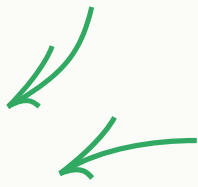
With automation handling manual tasks, recruiters now focus on strategic hiring and stakeholder relationships—delivering more value across the organisation.



“Our team uses all SmartRecruiters modules for tomorrow’s hiring needs. **They’re all effective, cutting-edge tools.**”

Derek Del Simone
Chief Talent Officer
Abano Healthcare

Results



Faster hiring, greater efficiency, and record results

Abano Healthcare achieved significant improvements by implementing SmartRecruiters, including a 32% increase in clinician hires despite a market decline, a 165% increase in clinical support hires year-over-year, and a 122% increase in total hires. The company also saw a 52% reduction in time-to-hire, bringing it down from 25 days to 12 days for clinical support roles. Furthermore, Abano Healthcare saved an impressive \$958,000 in agency fees and improved candidate and hiring manager satisfaction through faster, more transparent processes.

With fewer manual bottlenecks and smarter automation, Abano's talent team has become leaner, more efficient, and more strategic—all while improving candidate care.

For Abano, SmartRecruiters wasn't just a platform, it was a partner in transformation.

The open marketplace, flexible integrations, and intuitive user experience allowed Derek and his team to design a talent ecosystem that evolves with their business.

From always-on AI sourcing to predictive assessments and connected onboarding, SmartRecruiters empowers Abano Healthcare to hire at speed, scale, and quality—all while delivering a truly human experience.

+32%

clinician hires

+165%

clinical support hires
year-over-year

-52%

Time-to-hire

+122%

total hires

\$958,000

clinical support hires
year-over-year

“Our recruiters have shifted from transactional to strategic work. Automation keeps things moving even when we’re offline—**giving us a healthier balance while hiring faster than ever.**”

Derek Del Simone
Chief Talent Officer
Abano Healthcare

Ready to learn more?

Our team is ready to help.

Get started

SmartRecruiters

An SAP company

SmartRecruiters is the Recruiting AI Company that transforms hiring for the world’s leading enterprises. Built for global scale, SmartRecruiters, an SAP company, delivers an AI-powered hiring platform that automates and optimizes the entire talent acquisition process, ensuring faster and smarter hiring decisions. More than 4,000 companies, including Amazon, Visa, and McDonald’s, rely on SmartRecruiters to build winning teams. In 2025, SmartRecruiters joined SAP, the global leader in enterprise applications. Together, SmartRecruiters and SAP are accelerating the reinvention of hiring by combining cutting-edge AI innovation with the scale, reach, and resources of SAP’s ecosystem.



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