

The Hiring System That Held When Everything Else Broke.

60 Specialists. 30 Days. Zero SLA Breach. Amazon Relationship Preserved.

When a technology-enabled healthcare platform needed 60 experienced benefits specialists in 30 days to protect a critical Amazon SLA relationship, the conditions were extreme: maximum urgency, zero tolerance for quality compromise, and a candidate profile that demanded both technical competency and human empathy at scale. MOGEL's AI-enabled system delivered without choosing between speed and standards.

60 Specialists Placed	30 Days to Full Delivery	100% SLA Compliance Restored	16 Avg. Days to Fill
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CLIENT BACKGROUND

Our client, now operating as Integrated Health, is a technology-enabled healthcare navigation company that partners with large employers to deliver benefits administration, care coordination, and employee health services at scale. At the time of this engagement, the company had recently entered a high-stakes partnership to administer health and benefits services on behalf of one of the most demanding enterprise clients in the world: Amazon.

The relationship represented a significant growth milestone. Delivering on it required staffing infrastructure that could scale at the same pace as the contractual commitment. When demand surged and the nature of that work changed rapidly, the gap between what the platform had and what it needed created an immediate threat to the SLAs the Amazon contract was built around.

THE CHALLENGE

The mandate was precise: 60 qualified benefits and healthcare support specialists, fully onboarded and operational, within 30 days. Not because the situation was chaotic, but because the SLA metrics were already in breach and every additional day without qualified staff extended the damage to a client relationship that had been built over years.

What made this engagement a genuine test of system capability was not the volume or the timeline in isolation. It was the requirement that both be achieved simultaneously without compromise on candidate quality or role fit. The hiring system had to hold all three at once.

SLA Breach Active	Response time metrics had already exceeded acceptable thresholds. Amazon employees were waiting two to three weeks for benefits support. Every day without qualified staff extended a breach that had direct contractual implications for the client relationship.
Non-Negotiable Quality Bar	These were not generalist support roles. Candidates needed genuine benefits administration familiarity, the communication sophistication to

	represent a major enterprise employer's brand, and the composure to navigate sensitive employee conversations accurately and with care.
Speed vs. Standards Trap	Aggressive hiring timelines create predictable failure modes: dropping the screening bar, accepting candidates who can start fast but won't last, and treating the hire date as the finish line. MOGEL was engaged specifically to avoid this trap while still hitting the 30-day mandate.
Empathy as a Technical Requirement	The people in these roles were not handling frustrated customers. They were supporting employees navigating complex, high-stakes healthcare decisions. Empathy, patience, and benefit literacy were not soft skills in this context. They were core job requirements that had to be assessed and verified at scale.

THE MOGEL APPROACH: SYSTEM PRECISION AT MAXIMUM SPEED

MOGEL activated its Scale/Ramp Model with a single non-negotiable design constraint: speed and quality were not trade-offs. The hiring system had to deliver both simultaneously, which required AI-enabled sourcing precision at the front of the pipeline and uncompromised human evaluation at every stage that followed.

AI-Driven Candidate Targeting	Structured Human Evaluation	Embedded Execution and Onboarding Integration
Rather than broad outreach, MOGEL deployed AI-enabled sourcing against a tightly defined candidate profile: healthcare or benefits literacy, demonstrated empathy in high-stakes client-facing roles, and the communication sophistication to represent a major enterprise employer under pressure. Sourcing reach expanded rapidly while precision filters ensured that pipeline volume never outpaced quality.	Every candidate underwent structured screening by experienced MOGEL recruiters who assessed not just technical qualifications but behavioral and emotional readiness. Empathy, patience under pressure, and benefits comprehension are not resume attributes. They require human judgment applied through a consistent, calibrated evaluation framework at every stage.	MOGEL integrated directly into the client's hiring and onboarding workflow, coordinating with internal HR and operations to ensure pipeline velocity translated into effective deployment, not just offer letters. Real-time visibility into candidate progress allowed daily recalibration of sourcing and screening to maintain the 30-day trajectory without compressing the quality standard.

HOW AI + SYSTEM EXECUTION DROVE RESULTS

The 30-day delivery window required a sourcing and screening system that could operate at full throughput from day one, with no ramp-up lag and no quality degradation as volume increased. That is not a manual recruiting outcome. It is a system design outcome.

What the System Managed in Real Time Across the 30-Day Engagement

- Candidate flow rates by sourcing channel, enabling MOGEL to identify which pools were converting qualified profiles fastest and redirect sourcing volume accordingly, daily, without interrupting active pipeline stages.
- Quality screening metrics across every candidate in the pipeline simultaneously, ensuring that the pace of sourcing never moved faster than the pace of evaluation and that no candidate advanced without clearing the full competency framework.
- Stage-by-stage conversion tracking from sourcing through offer, giving both MOGEL and client leadership a live view of where the pipeline stood against the 30-day mandate at every point in the engagement.
- Onboarding readiness alignment, coordinating candidate start dates against the client's operational schedule to ensure that the people hired on day 28 were as ready to deploy as the people hired on day 8.

This level of pipeline intelligence changed the nature of the engagement from reactive to controlled. Rather than managing a hiring crisis, MOGEL and the client operated from a shared, real-time view of exactly where the pipeline stood and what it would deliver. The 30-day outcome was not the result of extraordinary effort. It was the output of a system designed to produce it.

INDUSTRY INSIGHT: WHAT SURGE HIRING ACTUALLY TESTS

High-Volume Pressure Exposes Infrastructure, Not Just Capacity

- Most organizations discover their hiring infrastructure is inadequate at exactly the moment they can least afford that discovery. Surge hiring events expose every weakness in process, tooling, and internal bandwidth simultaneously. Not because the team isn't capable, but because the infrastructure was built for average demand, not peak demand.
- The lesson from this engagement is not that you need more recruiters on standby. It is that the gap between average hiring volume and peak hiring demand is a structural risk, and it should be managed as one. A hiring system designed for throughput does not scramble when demand spikes. It scales.
- MOGEL's embedded model is built precisely for this gap. The 30-day delivery was not a heroic outcome. It was what the system was designed to produce when activated at full capacity against a clearly defined mandate.

RESULTS

Across a 30-day engagement, MOGEL delivered 60 qualified benefits and healthcare support specialists, fully onboarded and operational. The outcomes extended well beyond headcount.

60 Hires in 30 Days. Full mandate delivered on schedule, with candidate quality calibrated to the specific empathy, benefits literacy, and communication standards the Amazon engagement required. No bar was lowered to hit the timeline.

SLA Compliance Restored. Response time metrics returned to contractual standards within the first week of new hire deployment. The backlog of unanswered employee inquiries cleared, and the SLA breach window closed without further escalation from the enterprise client.

Amazon Relationship Preserved. The commercial relationship between the client and Amazon, the engagement that justified the entire hiring ramp, remained intact. The business case for MOGEL's involvement was not measured in cost savings. It was measured in client relationship continuity and contract standing.

Zero Quality Compression. Early attrition in the ramp period was minimal, a direct result of sourcing precision and evaluation rigor that held under deadline pressure. The candidates placed were not the fastest available. They were the right ones, identified and screened at the speed the system was built to sustain.

BY THE NUMBERS

60	30	100%	16
Total Hires Placed	Days to Full Delivery	SLA Compliance Restored	Avg. Days to Fill

THE MODERN LENS: HOW THIS ENGAGEMENT RUNS TODAY

The principles that drove this engagement, AI-enabled sourcing precision, structured human evaluation, real-time pipeline visibility, and embedded execution, remain the foundation of every MOGEL deployment. What has evolved is the intelligence layered into each component, and the speed at which the system reaches full operational capacity.

If This Engagement Ran Today, the System Would Also Include:

- Predictive capacity modeling that projects time-to-fill across all open roles simultaneously, allowing client leadership to see whether the 30-day mandate is on track or needs intervention days before a gap appears, not after.
- Automated candidate engagement workflows that keep qualified candidates warm and moving through the pipeline without manual follow-up, reducing drop-off between screening and offer without adding recruiter bandwidth.
- Real-time pipeline dashboards shared directly with client HR and operations leadership, giving every stakeholder the same live view of hiring progress that MOGEL's internal team operates from.
- AI-assisted role validation that flags misalignments between the job description and the actual role requirements before sourcing begins, reducing the risk of late-stage candidate drop-off driven by expectation gaps.

The 30-day delivery in this engagement was a proof of system capability under the most demanding conditions a hiring platform can face. Every MOGEL engagement is designed to perform under those same conditions, whether the pressure is a 30-day SLA mandate, a six-wave SDR ramp, or a 90-day post-acquisition rebuild. The system is built to hold.

WHY MOGEL FOR HEALTHTECH AND ENTERPRISE BENEFITS HIRING

Healthcare and benefits roles sit at the intersection of regulatory complexity, technical knowledge, and human sensitivity. They are among the most difficult roles to hire for at speed, because the consequences of a mis-hire are not just operational. They are reputational, relational, and in some cases clinical.

- AI-driven sourcing that identifies candidates with genuine healthcare and benefits literacy across specialized talent pools, not keyword matches on a job board, with real-time conversion tracking that keeps the pipeline moving at the pace the mandate requires.
- Structured human evaluation by experienced MOGEL recruiters who understand the empathy requirements of employee-facing healthcare roles and can assess those qualities through a calibrated, consistent interview framework at scale.
- Embedded execution that integrates directly into your hiring and onboarding workflow, with pipeline visibility shared in real time so every stakeholder knows exactly where the engagement stands without waiting for a weekly status call.
- A hiring system designed for peak demand, not average demand, because the moment that exposes your recruiting infrastructure is never the one you planned for.

Need a hiring system that holds when it matters most?

See how MOGEL's AI-enabled infrastructure delivers under the conditions that expose every other model.

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