Modernizing financial services hiring without compromising trust

In a regulated industry, every hiring decision must withstand scrutiny. Top talent will not wait.

From the contact center to compliance, risk, cybersecurity, and technology, every open role can constrain service, growth, and resilience. Yet financial services organizations face high application volumes, specialized talent shortages, intense competition, growing fair-hiring scrutiny, and rigorous data and AI governance requirements.

Eightfold and The Groove help financial services organizations modernize hiring responsibly—combining AI-native talent intelligence with the strategy, implementation expertise, and change management needed to turn technology into measurable workforce impact.



Three hiring challenges facing financial services organizations today:

High-volume hiring strains consistency
Thousands of applicants and inconsistent interview practices create quality gaps and risk across teams, roles, and locations.

Every decision must be defensible
Growing scrutiny requires consistent, job-relevant evaluations and auditable records throughout the hiring process.

Slow hiring costs critical talent
Scheduling delays give in-demand operations, compliance, risk, and technology candidates time to accept faster offers elsewhere.

Eightfold and The Groove can help financial services organizations:

- Deploy AI-native talent intelligence that identifies qualified candidates beyond the résumé and moves them from application to structured interview faster.
- Deliver consistent, skills-based evaluations at scale—with multilingual, 24/7 access, auditable records, recruiter oversight, and human decision-making.
- Align Eightfold to each organization's workforce strategy, technology environment, security requirements, and governance model for a seamless, lower-risk deployment.
- Turn implementation into sustained impact through process optimization, user adoption, analytics, and ongoing advisory support.

Proven impact with Eightfold AI Interviewer:

80%
WORK AUTOMATED
Recruiter time spent on candidates, not coordination

90%
FASTER TIME TO INTERVIEW
Qualified candidates evaluated upon application

93
CANDIDATE NPS
An interview experience candidates enjoy

AI-native hiring, activated for financial services

Eightfold AI Interviewer brings intelligent, structured interviewing to the hiring process. The autonomous talent agent conducts screening, functional, coding, and 360° interviews; evaluates responses; and delivers immediate, skills-based summaries to recruiters.

Powered by Eightfold Talent Intelligence, AI Interviewer evaluates skills, experience, potential, and career trajectory beyond the résumé. Interviews are available anytime in 22+ languages via web, SMS, and WhatsApp—with recruiter oversight and human final decision-making built in.

Together, Eightfold and The Groove help financial services organizations move beyond isolated automation to create a faster, more consistent, and more secure hiring model.

Try AI Interviewer now.

Built for responsible AI adoption:

- FedRAMP Moderate authorization includes assessment against more than 325 NIST 800-53 controls and continuous monitoring.
- SOC 2 Type II and ISO 27001, 27017, 27701, and 42001 provide independently audited security, privacy, cloud, and AI governance assurance.
- Customer data is encrypted in transit and at rest, with identity controls, least-privilege access, and tenant-level isolation.
- Eightfold does not train its models on identifiable customer data, and agencies control data residency, retention, and deletion.
- AI supports structured evaluation but does not make hiring decisions; human oversight and published independent bias audits promote accountability.

Security documentation, audit reports, and testing summaries are available through the Eightfold Trust Center.

The impact for financial services organizations:

Accelerate high-volume hiring: Give contact center, operations, and compliance applicants the opportunity to complete a structured interview when they apply—before strong candidates accept an offer elsewhere.

Make every evaluation defensible: Assess candidates against the same job-relevant framework and create standardized, auditable records that strengthen transparency, consistency, and oversight.

Compete for critical talent: Move qualified risk, compliance, cybersecurity, data, and technology candidates from application to interview faster in highly competitive talent markets.

Put skills-based hiring into practice: Evaluate candidates on demonstrated skills, experience, and potential—not credentials alone—to uncover qualified talent traditional processes may overlook.

The Groove: From technology deployment to workforce impact

As an Eightfold consulting partner, The Groove helps financial services organizations translate Eightfold's capabilities into sustainable business and workforce outcomes.

Certified Eightfold expertise: Deep platform knowledge helps organizations deploy successfully and realize value faster.

Tailored, lower-risk transformation: Strategy, integration, governance, and change support are aligned to each organization's unique environment.

Proven human capital experience: More than 30 years of expertise and 2,000+ client engagements inform stronger workforce outcomes.

Ready to modernize financial services hiring? See how Eightfold and The Groove can help you hire critical talent faster, expand access to opportunity, and introduce AI with the governance and security financial services demand. **Visit thegroove.io/partners-eightfold.**

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