Humanly

Mutual of Omaha

How Mutual of Omaha Cut Time-to-Screen From 5 Days to 5 Hours

Scaling frontline hiring while improving candidate experience with autonomous phone interviewing.

5.39 hours
AVERAGE RESPONSE TIME

67.73%
INTERVIEW COMPLETION RATE

Book a Demo

About Mutual of Omaha

Mutual of Omaha is a Fortune 500 company recognized for its wide range of insurance and financial products designed for individuals, businesses, and groups. With a rich history dating back to 1909, it has established a strong reputation for reliability and customer service.

INDUSTRY

Insurance & Financial Services

COMPANY SIZE

6,000+ employees

APPLICANT TRACKING SYSTEM

Workday

HIRING FOOTPRINT

Nationwide, multi-time-zone hiring



Five Days to Screen Was Too Slow to Win Talent

Manual phone screens were bottlenecking high-volume hiring and draining recruiter time.

- Manual phone screens stretched hiring initial screening time up to 5 days per candidate
- Recruiters spent entire workdays scheduling and conducting phone interviews
- Time-zone differences made coordination difficult
- Slow screening delayed onboarding for high-volume frontline roles



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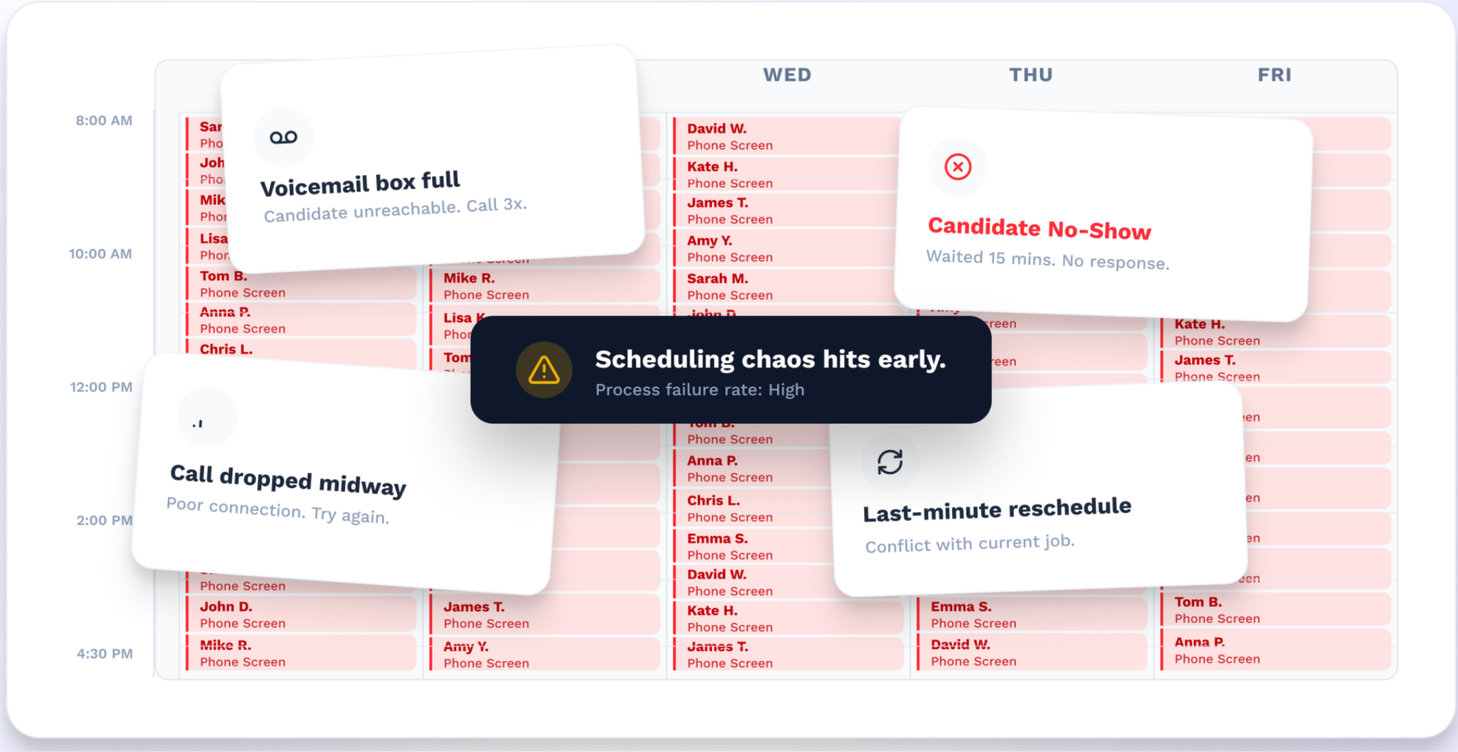
Phone Screens Ran All Day

Monday through Friday



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What Once Took Five Days Now Takes Just Five Hours

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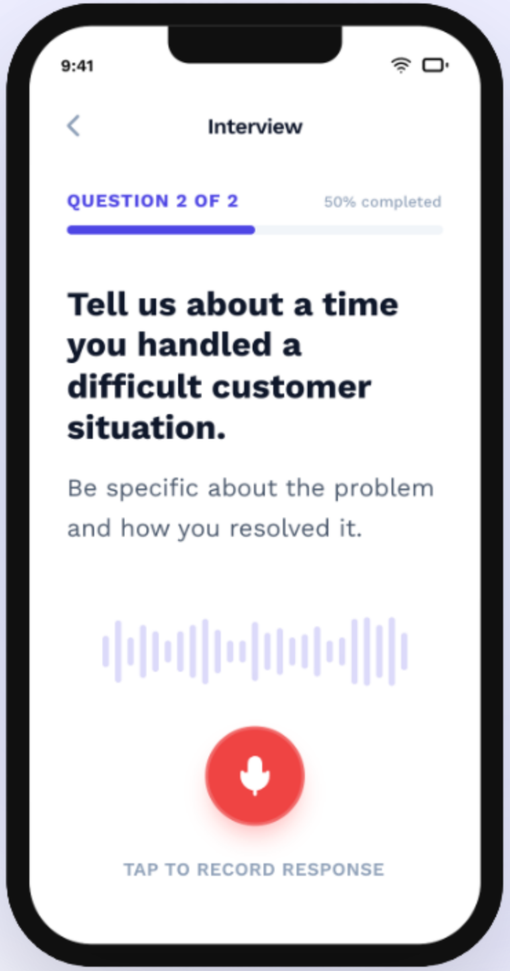
A Faster, More Flexible Screening Experience

Mutual of Omaha implemented Humanly to automate phone screening and remove scheduling friction for both recruiters and candidates.

With Humanly, they were able to:

- Let candidates complete phone screens on their own time **(43% outside of office hours)**
- Eliminate back-and-forth scheduling across time zones
- Review interviews asynchronously, at recruiter speed



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Mandy Campbell, Senior HR Specialist:

“You send them a link, they complete it, and I can review 20 phone screens in one day.”

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From All-Day Screening to Same-Day Progress

5 Days

TIME-TO-SCREEN

(Manual phone screening)

5.39 hrs

AVERAGE RESPONSE TIME

67.73%

INTERVIEW COMPLETION RATE

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What Changed for Mutual of Omaha

By adopting Humanly, Mutual of Omaha transformed phone screening from a daily operational burden into a scalable, candidate-friendly advantage. The results speak for themselves: faster response times, higher engagement, and an overwhelmingly positive candidate experience — all while enabling recruiters to focus on what matters most: hiring the right talent, faster.

Drastic Reduction in Turnaround Time

Recruiters reduced screening turnaround from days to hours

High Volume Success

Teams filled 523 frontline roles in a single year

More Time for Consultation

Recruiters gained time to consult with hiring managers and top candidates

Seamless Coverage

Coverage became easier when teammates were out — no bottlenecks

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Proof in Their Words
(and the Numbers)

“It’s just a huge time saver. Candidates can complete the phone screen on their own time instead of scheduling a specific slot. It’s been a very efficient process for us.”



Mandy Campbell
Senior HR Specialist, Mutual of Omaha

5.39 hrs
AVG RESPONSE TIME

67.73%
COMPLETION RATE

98.83%
POSITIVE FEEDBACK

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Ready to improve candidate conversion and efficiency?

Book a Demo