

Boston Scientific: Winning the talent race with AI



Boston
Scientific

Industry: Medical devices and equipment
Website: bostonscientific.com
Headquarters: Marlborough, Mass.

Employees: 53,000
Eightfold Products: Talent Acquisition

Boston Scientific designs medical devices used around the world in life-saving procedures. With competition for top talent in the life sciences fiercer than ever, outdated recruiting tools could have put Boston Scientific's talent acquisition teams at a disadvantage. Their HR teams needed a strategic solution that simplified hiring, enhanced candidate experience, and improved internal mobility. Enter AI-powered talent intelligence.

"We now have a tool at our fingertips that quickly generates leads for open requisitions. With a couple of clicks, recruiters can send out campaigns to candidates. It's all right in the tool and it's made recruiters' days a lot easier."

– Jennifer McAndrew, Senior Manager of Global TA Technology, **Boston Scientific**



The challenge

As a global manufacturer of medical equipment, Boston Scientific creates devices that treat several issues, including pain management, neurological diseases, and cancer. But the company isn't only treating chronic conditions and alleviating disease – its mission is to ultimately make the world a better place by building healthier communities.

This mission requires the absolute best talent in life sciences, and competition for these top-notch professionals is tough. Boston Scientific's HR teams needed a faster and more scalable way to source and hire candidates and improve internal mobility for existing employees.

Boston Scientific's traditional recruiting strategies needed to be modernized as competition for talent has become more challenging. The company relied on manual and siloed processes in recruiting, which slowed down hiring, increasing the risk of losing top talent to the competition. Before using Eightfold, there was no candidate relationship management tool that recruiters could easily access.

"It was very hard for us to keep track of talent and candidates without recruiters being manual," said Jennifer McAndrew, Boston Scientific's Head of Global TA Technology. "Our ATS had some ways of keeping track of talent, but not in the way we needed, and AI-driven tools were something that had been on our radar."

"Recruiters would post a role and start from scratch," she continued. "The time it takes for recruiters to do that takes away from engaging and spending time with the candidates."

"It's a race for talent," McAndrew said. "So any time a recruiter is more efficient and productive, then talent is going to be in front of the hiring leaders that much faster."



The solution

In early 2023, McAndrew moved into the role of Senior Manager of Global Talent Acquisition Technology. Her job was to implement and drive adoption of the Eightfold Talent Intelligence Platform for the company's recruiters to use in hiring processes, then roll it out for the entire workforce of 48,000 employees.

Boston Scientific chose Eightfold for its AI-driven role calibration, a feature that other HR tech software providers lacked. This capability enabled recruiters and hiring managers to build profiles of ideal candidates.

AI then took over the manual work by searching the company's internal database and other sources for leads that matched those definitions – and it did so in a fraction of the time of their traditional process.

The Eightfold team also provided an edge over other providers. McAndrew was enthusiastic about the support Boston Scientific received from their Eightfold Customer Success Manager.

"Our Customer Success Manager is working to dig behind the scenes to understand: 'What are you trying to accomplish? Let's maybe think about it this way.' And that has been huge for us," McAndrew said. "She helped us set our goals and figure out what we needed to do to get there."

Taking a phased approach, Boston Scientific rolled out the Eightfold Talent Intelligence Platform in 2023. U.S.-based recruiters piloted it, and a month later, it was introduced to Boston Scientific recruiters around the world.

A few months later, Boston Scientific launched an internal job hub for all employees and encouraged them to build profiles and see the opportunities available for internal movement. The global design and rollout of the Talent Intelligence Platform across the entire company was completed within six months.



The results

600+

talent communities
for building candidate
pipelines.

84%

of visitors with AI-
recommended jobs
completed applications.

53%

lift in application conversion
rate since implementing an
AI-powered career site.

Eightfold exceeded McAndrew's expectations by transforming processes and results in three critical areas: **the recruiter, candidate, and employee experience**.

1

Faster hiring and smarter outreach.

The ability to calibrate roles with Eightfold was one of the most vital elements to Boston Scientific's success. This feature allowed hiring managers and recruiters to work together to define ideal candidates, then AI would source those candidates. Currently, they're calibrating nearly 80% of new roles with Eightfold.

"Calibration instantly delivers thousands of leads," McAndrew said. "Now, all of a sudden, you have a list right off the bat. You don't have to go source for hours and hours to find these leads. That's been a huge time saver for us."

Eightfold currently has a database of 1.5 billion career trajectories, 1 million job titles, and 1.4 million unique skills, all paired with patented deep-learning AI technology.

The second element that transformed how Boston Scientific's recruiters worked was intelligent outreach. To date, the team has sent more than 280 campaigns and have over 600 active communities for building candidate pipelines.

"Not only can recruiters quickly get leads for their open roles with a couple of clicks, but they can also send out campaigns and nurture candidates through their communities. It's much faster," McAndrew said. "You don't have to create a separate email to send to an audience or a candidate pool. It's all right in the tool and it's made recruiters' days a lot easier."

2

A better candidate experience.

When it comes to the candidate experience, "you don't want a candidate coming to your site and having a bad experience," McAndrew said. "You want it to be quick and easy."

Within its [Eightfold career site](#), applicants simply upload their résumés and instantly receive a list of all open roles they're qualified for based on their skills and potential.

"External candidates tell me, 'I used your career site. It was easy to apply for a job and I could apply for multiple jobs at once. I really love the job recommendations,'" McAndrew said. "That, to me, is huge." 84% of applicants who received AI job recommendations, liked the recommendations and completed their applications.

Since rolling out their AI-powered career site, Boston Scientific has seen a 53% increase in their overall application conversion rate, providing the company with more applicants to help fill its critical roles.

3

Soaring employee adoption – and opportunity.

"I also hear from employees that they're pleased with how easy it is to apply for internal jobs," McAndrew said. "They love the recommendations – getting recommended jobs they maybe wouldn't have looked at before, but they're interested in."

McAndrew's initial goal was to get 50% adoption among employees, which they achieved in late 2024. That means over half of Boston Scientific employees have dynamic, AI-powered talent profiles that update their skills, completed projects, interests, and more in real time.

As a result, recruiters and internal hiring managers can fast-track requisitions using this internal talent marketplace, and employees have more opportunities for growth in the organization – increasing satisfaction and employee retention.

The future

Now that recruiters have become more familiar with the platform, McAndrew expects to see even more efficiency gains. "We're really working to unlock the benefits and maximize the platform as much as possible, including for things like workforce automation."

McAndrew is also exploring how to expand access to Eightfold to Boston Scientific's direct labor employees.

"You have employees who have a laptop in front of them and can easily access Eightfold, and then you have employees who don't have access. They have to use their phone, or they have to do it at home," McAndrew said. "So, it's understanding: How do we get those individuals into the tool and enable them to use it more easily? We'll be focused more on that this year."

Boston Scientific's mission to transform lives starts and ends with people – both the patients it serves and the employees powering its innovation. Boston Scientific will continue to pursue its mission of creating healthier communities globally, and it's doing so with a workforce equipped with the latest HR tech that taps into their skills to drive innovation.

About Eightfold AI

Eightfold Talent Intelligence is evolving into Talent Advantage – an end-to-end system that acts, not just analyzes. Eightfold AI engages with candidates from the moment of interest, screening, interviewing, and selecting top talent. Once hired, each employee's digital twin accelerates onboarding, amplifies productivity, and surfaces real-time insights from across the organization. With a unified platform for internal mobility and growth, CHROs can now lead a workforce that is engaged, adaptive, self-improving, and most importantly, productive. Our patented deep-learning and generative AI platform is available in more than 155 countries and 24 languages, enabling cutting-edge enterprises to transform their talent into a competitive advantage. For more information, visit www.eightfold.ai.