

ATS
EDITION

in-house RECRUITMENT TECHNOLOGY YEARBOOK 2017/18


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5th Floor, 2 London Bridge, SE1 9RA Email: hello@inhousetalent.com Phone: +44 (0)203 196 8100

Introduction

I organise and attend lots of events and conferences every year and no matter where a recruitment technology conversation starts, the ATS always ends up being part of that conversation.

I find it staggering how many companies are still using different bits of technology to handle recruitment but I also understand it is no longer as simple as just 'buying any ATS'. Today there are so many vendors with a different suite of products and integrations, that recruiters don't know where to start and where to end. Which is why we have published this yearbook. To help recruiters know how to buy an ATS, what they need to think about, things to avoid and every other aspect needed to buy the right ATS for their company.

I think this yearbook is well overdue and aim to get a copy on the desk of every inhouse recruiter.

**Mark Lennox, Co-founder
In-house Recruitment Network**

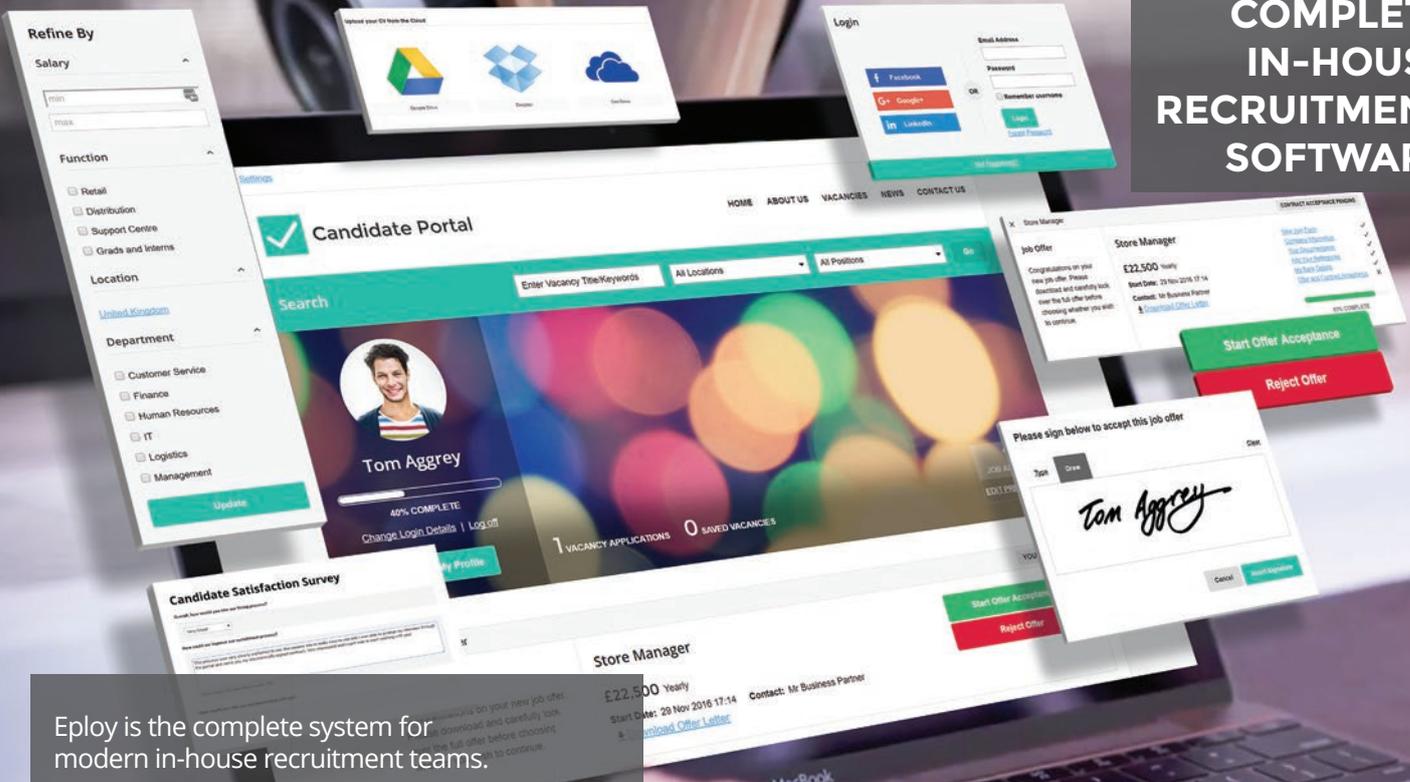


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Today there are so many vendors with a different suite of products and integrations, that recruiters don't know where to start and where to end.

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Eploy has proven to be more than recruitment software; it is an intelligent system which automates and enables the simplification of our entire recruitment workflow, manages our talent pipeline, hosts our employee files and serves as the central repository for all new hire documentation.

”

Rob Walker, Head of Resourcing, Royal Mencap Society

A letter from the Editor

The world seems to be in chaos with both physical and political wars wherever you look but amidst all this turmoil, the one war that never seems to go away is, dare I say, the 'war for talent'. And with the ongoing demand for people, the weapons of choice are many. Often too many. And with so many choices the buyer is overwhelmed, but with so few technology buying battle scars of their own, they are often in fear of getting fragged by vendors, leaving them stuck with an annual subscription for something they cannot use that continues to suck up their limited budget.

Which is why we have published this technology yearbook and will continue to expand it across the entire talent acquisition lifecycle in order to help both buyer and seller succeed.

I've had the good fortune to have been working in the recruitment sector before technology was commonplace but since then I have built various recruitment technology platforms, as well as implemented many others. And still today I am constantly reviewing, buying, trying and replacing technology so I feel your pain; even with almost 20 years of experience!

This yearbook will however be a constantly evolving beast that will be updated and expanded as time goes by but also supported by online and offline events that help buyers understand how to make the right decisions. We want to ensure this yearbook remains 'fit for purpose' on an ongoing basis so if you have any feedback on what else we can add to make it even more useful please email yearbook@inhouserecruitment.co.uk with your thoughts and ideas.



“ We have published this technology yearbook and will continue to expand it in order to help both buyer and seller succeed. ”

Peter Gold



BRANDING



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BUSINESS ENGAGEMENT

You work hard to attract the best candidates to your business...

...so isn't it time your ATS helped rather than hindered?

From applicant journeys to OnBoarding engagement - these days "good enough" isn't.



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SECTION 1

History of the ATS



SECTION 1

History of the ATS

Before the Internet took off for recruitment (circa 2002) an employer would simply run a job advert in a newspaper and/or use a recruitment agency. But then the 'e-recruitment' revolution started with much promise of slashing that annual £1m agency spend and the over priced newspaper ads by replacing them with a career site and e-recruitment system. No more big spend, just a fancy new online process that would guarantee as many candidates that you could ever need for a fraction of the cost.

The first real issue though, was all that we did was take a paper process (even if it wasn't that great) and put it online. At first that was OK. And as for job advertising, it was all about picking a few job boards (the bigger the better in the early days) to drive candidates through to the career site. And in theory the rest just happened automagically.

Fast forward to 2017 and the online recruitment world is very different. Recruitment is known as Talent Acquisition (TA), the e-recruitment system is now an ATS (Applicant Tracking System), job boards exist in their 100's, social media and community sites have jumped on the job bandwagon, websites have changed a gazillion times and a career site that isn't responsive is dead in the water and many more things besides. But whilst many things have changed, many ATS's are still the same system that were in some cases originally built over 10 years ago so struggle to keep up with the drive towards third party integration. Which is quite ironic really as the Inhouse Recruiter still places great emphasis on their ATS and if a new third party product does not integrate with their ATS, it will often slow or kill the decision to buy.

In the last few years the market has also shifted from 'automated talent acquisition/management' to 'integrated talent acquisition/management' so ATS vendors will need to 'open up their systems' to allow for integration if they want to prosper as third party integration becomes the new minimum standard.

From ATS to HCM

As the ATS market has grown there has also been a lot of consolidation through mergers and acquisitions but not just amongst ATS vendors as learning, performance and HR software vendors have also been expanding their functional footprint which has resulted in creating ITM and HCM vendors.

Integrated Talent Acquisition

Integrated talent acquisition products are an integrated suite of products/modules that provide the functionality to attract, hire and onboard new hires and include:

- Job posting.
- Sourcing.
- Job search and apply.
- Workflow.
- Direct and agency candidates.
- Onboarding
- Reports/analytics.

Most ATS vendors will have all of the above functionality as part of their core product and will either extend their functionality by building more into their own system, or by having an API that allows for a mix of build and integrate.

Integrated Talent Management

Integrated talent management suites are an integrated set of products/modules that provide the functionality to plan, attract, develop, reward, engage and retain talent, with the 'four pillars' of talent management software being:

- Recruitment and onboarding.
- Learning and development.
- Performance management.
- Compensation management.

An ITM vendor may have built all products and promote their 'single source code' or, will have acquired specialist vendors in each area and created an integrated suite. There are pros and cons for each.

Human Capital Management

Extending beyond ITM is HCM which includes:

- Integrated talent management.
- Core HR.
- Workforce management.

Once again, there are HCM vendors who build most or all products/modules internally vs. the acquired specialist vendors and integrated accordingly.

SECTION 1

History of the ATS

Single source code

This type of vendor may be seen as a market leader in a particular functional area (recruitment, learning etc.) who has then expanded their functionality into the additional areas of ITM or HCM. This can sometimes result in additional products/modules that are not as functionally strong as a specialist vendor.

However, there should be no need to worry about integration, product support or consistent user experiences as all of the products will have been built to the same design and to integrate as standard. Some vendors may not sell certain modules standalone as they may have been designed only to work as part of an integrated suite i.e. their integrated suite.

Integrated source codes

In the scenario of a number of products having been acquired to create an integrated suite, each product will tend to be functionally rich with few gaps which will give users pretty much everything they want.

The potential downside of this type of vendor, is that the user experience may differ across products, integration may not be quite as seamless and implementation may take longer/cost more.

Market size

There are literally 100's of ATS vendors (standalone and integrated) although each country tends to follow a similar pattern:

- Big global vendors; mostly US with offices and people in a number of countries.
- Large regional vendors who operate in a small number of countries, have offices and employees in other countries but are considered 'second tier' to the global vendors.
- National companies that operate primarily from a home country office, have customers in other countries but not any/many employees.
- Lower cost SaaS vendors who tend to focus on SME's and start-ups again only in one or a few countries.

Global Vendors

The following vendors have been classified as global as they:

1. Have offices and employees in multiple countries.
2. Have many global customers.
1. Cornerstone OnDemand (HCM).
2. IBM (ITM).
3. Lumesse (ATS).
4. Oracle (HCM).
5. PageUpPeople (ITM).
6. Peoplefluent (ITM).
7. SAP (HCM).
8. Workday (HCM).

UK vendors

The following vendors focus primarily on the UK market but will in many cases have customers outside of the UK although not necessarily offices and/or employees.

1. Amris (PIXID).
2. Avature.
3. aCloudRecruitment (Access Group).
4. eArcu.
5. Eploy.
6. HARBOUR.
7. Hireserve.
8. JobsGoPublic.
9. Jobtrain.
10. Networx.
11. TalentSpa.
12. TrackerRMS.
13. Tribepad.
14. WCN.

The following non-UK based vendors also actively serve the UK market.

1. Lever.
2. SmartRecruiters.
3. Workable.

As with any list it is not exhaustive and does not include every single vendor that has a UK presence/focus. As the yearbook evolves we will update and expand the list.

SECTION 2

The ATS



SECTION 2

The ATS

Candidate or Applicant?

I regularly switch from candidate to applicant so let me explain how I differentiate:

- Candidate: someone who has NOT applied for a job.
- Applicant: someone who HAS applied for a job and is in the ATS database.

In any scenarios where both could apply, I will use applicant.

ATS basics

The ATS has evolved in many ways but it's important to understand the core elements of the ATS versus additional modules.

I consider the core elements of an ATS as being:

- The job.
- The applicant.
- The workflow.

The job

I would expect an ATS to include the following as part of the job functionality:

- Job templates library.
- Screening questions library.
- Job approval process.
- Multi-posting options (direct or third party integration).

The applicant

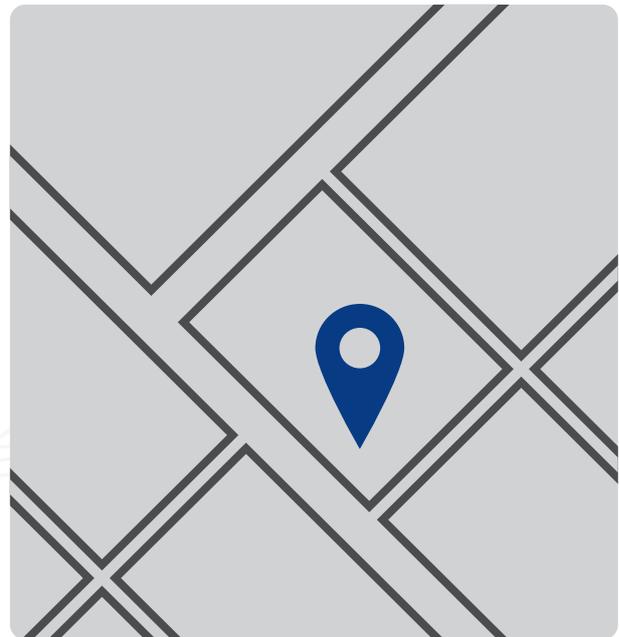
The applicant area tends to be relatively simple but as a minimum I would expect a full job search and apply section plus a portal.

Job search

- Search for jobs by keyword, location, distance and category.
- Register for job alerts.
- Apply without registering.
- Save an application for later.
- Receive an auto response confirmation of a completed application.

Additional features that are often seen:

- Auto-matching of similar jobs.
- Map view of jobs in search result.



SECTION 2

The ATS

Portal

- Manage their details.
- Delete their profile.
- Review job applications and track their current status.

It is also important that the search and apply process is as seamless as possible. One area still overlooked is the number of new windows or tabs that are opened. As an example, one large retailer has:

- An 'information site' that explains the different working areas.
- Clicking on a job link opens up a second new tab with the full job details.
- Clicking on the apply link opens a third new tab with the ATS apply process.
- A registration process before the application process can start.

If the candidate was looking to apply for 2-3 jobs, which is entirely possible in a retail store environment, they'd have quite a few tabs open which can easily lead to confusion and high drop off rates.

The workflow

Every company has their own recruitment process so the ATS workflow capability will be important but not always that flexible. Many products have a customisable workflow that allows you to do pretty much anything you want, whereas others are less flexible. But as a minimum I would expect:

- Ability to move applicants from the apply to offer stage.
- Multiple stages such as applied, shortlisted, interview, reject, offered, hired.
- Email templates for each stage of the workflow.
- Access for Line Managers to view applicants at key stages e.g. shortlist.
- Online interview scheduling to allow applicants to select a suitable date/time.

Added extras

In addition to the three core elements an ATS should also have:

- Applicant search and matching.
- Source tracking.
- Reports.



It is important that the search and apply process is as seamless as possible.



SECTION 2

The ATS

Search and matching

As most employers get high volumes of applicants, finding a particular applicant or similar applicants cannot be done easily hence the need for search functionality. There are two aspects of search:

- Finding a specific applicant by name, keyword etc.
- Finding applicants by skill, keyword etc.

Some vendors will have a very simple search engine whereas others will have embedded a semantic search tool such as Textkernel. This in effect gives you intelligent Google type search capability which is far more powerful, accurate and helpful than a standard keyword search tool. Having a tool such as Textkernel embedded within your ATS should also enable features such as:

- Automatch previous applicants to a new job before posting externally.
- Third party CV database searching e.g. job boards and LinkedIn.
- Candidate CV upload and auto-match jobs.
- Included synonyms and related terms making every recruiter a 'sourcing expert'.

Source tracking

The ability for an ATS to source where an applicant came from has got both easier and harder. One of the challenges is, the candidate may see your job on a job board whilst at work or on their commute, but not apply until later when they are at home and go direct to your career site, find the job and apply. This would show the source as 'career site' when in reality it isn't.

However, most of your career site traffic will show the primary sources which will be a mix of:

- Direct.
- Organic search.
- Indeed.
- Other channels such as job boards and social media.
- Mobile.

You should be using Google Analytics on your career site plus the ATS source tracking reports to get some high level information on where the majority of your candidates/applicants come from. Unless you have a dedicated analytics resource though, most of this information will be useful but not that helpful as you won't have the time to dissect it to get meaningful data that allows you to make decisions.

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Google Analytics on your career site plus the ATS source tracking reports to get some high level information on where the majority of your candidates/applicants come from.

”

As long as you do the following you have the basics covered and will maximise the easy traffic:

- All jobs published on your career site must be indexed by search engines.
- All of your jobs are on www.indeed.co.uk.
- Any sector specific jobs are published to relevant niche job boards.
- Your career site is fully responsive for all devices in particular mobile.

SECTION 2

The ATS

Reports

Every ATS has a suite of standard reports but they can never satisfy the whim of every recruiter. Even what I would consider a basic report such as 'time-to-hire' is never the same across every organisation hence the ATS vendor does not stand a chance of creating reports that keep every recruiter happy.

This gives the recruiter a few choices:

- Review the standard reports and work out if they are of any value.
- Ask if bespoke reports are possible and give an example of one you'd like so the ATS vendor can give a cost and timescale to produce such a report.
- Check if the ATS is fully integrated with a third party reporting tool and if so:
 - Which one?
 - Are there additional costs?
 - Do you need training?
 - Can it produce the reports you need?

The reality is though, reports are always a tricky area to get right and something vendors and recruiters work on continually, so don't expect to get it right first time and be flexible in your thinking. I see a lot of time and effort put into creating bespoke reports only to see them never get used!

“

Reports are always a tricky area to get right and something vendors and recruiters work on continually, so don't expect to get it right first time.

”



Peter Wiedemann, CEO, Talent Acquisition Lumesse

There has been a shift in recent years from traditional ATS to a preference for suite vendors, and now the re-emergence of best-in-class TA solutions. Where do you see the segmentation and rationale between Talent Management Suites and the Talent Acquisition platform?

An Integrated Talent Management (ITM) suite (recruitment, performance, learning, compensation and other modules) makes sense for some companies as it can address a number of business issues and functionality requirements and tends to work well for

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Companies actively competing for key talent need to be at the forefront of talent acquisition technology

”

mid-market companies who are not facing challenges in their recruitment function. But for companies who are actively competing for key talent, they need to be at the forefront of talent acquisition technology, hence an ITM suite vendor that has to build a lot of different 'core' products, will struggle and possibly never become the expert in more than one thing, which results in everything else being a compromise.

TA is an innovative function within these types of business and they have to think about the consumer journey (candidates) as well as their customers (Line Managers) and in order to compete, they need an agile talent acquisition platform that allows them to utilize the latest technologies quickly and easily. Candidates expect the job search and application process to be like interacting with Facebook or Amazon and if it's not, in a competitive market the recruiter will lose out. Likewise, Line Managers just want great quality applicants and technology that helps them do their job more effectively on any device, at any time.

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The ITM vendor is more internally focused on the employee journey rather than the candidate experience

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The ITM vendor is more internally focused on the employee journey rather than the candidate experience and will often at best have two (2) new product releases per year compared to Lumesse having eight new product releases (8) per year ensuring our customers can remain agile and adopt the latest technology tools fast, to give them maximum advantage and greater hiring success. Lumesse' SaaS technology allows every customer to decide individually on which tools or functionality to switch on and configure to their needs at the time convenient to them.

Moving away from the traditional ATS and into open platform 'eco-system' technology gives users limitless scope for their recruiting solution. Why is this so important now?

When compared to a traditional ATS, the open eco-system gives more choice to companies to be more agile so as to be able to react to market trends. As the market takes more of a consumer approach to recruitment we start to see this more and more applied within recruitment technology. This will result in highly specialized and integrated apps and micro services that benefit specific user groups. Think about a candidate being invited to an interview and alongside the invitation letter in the candidate portal a new app launches when reading the invite to tell him that his pick up from home was arranged by UBER, another app launches on the day of the interview showing him the location, a map to the building, the biography of the interviewer. All this will tremendously improve the experience that different user personas will have while using recruitment technology in the future.

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We are building more advanced user experiences for recruiters with an adaptive UI and integrated analytics

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Adoption, Collaboration and Productivity are essential when thinking about Recruiting technology. How is Lumesse responding to this market shift?

We are able to offer unique hiring manager experiences for specific user personas in specific industries e.g. retail where managers have a specific need to recruit people in their stores but all the interaction need to be conducted within an app on a mobile device, within the store environment rather than at their desk in the ATS. By providing tools that are specific, easy to use

and help managers get their work done more easily, we're promoting higher adoption rates and greater collaboration. If we make the tools more like Facebook and Amazon and as a result drive similar adoption rates, then we as a vendor have been successful and in turn, our customers will also be successful. Ultimately, if we can create a self-motivated user, with a vested interest in using the tools, everyone will be happy.

We are also building more advanced user experiences for recruiters with an adaptive UI and integrated analytics, so in real time we can tell the recruiter the best action to take, and also present the micro training for that task or action i.e. on-demand self-learning. Furthermore, as we have a global view of actions and results, our system is continually (machine) learning and giving that feedback to recruiters.

Our new search based navigation is supported by natural language processing that works in the same way as Google. A natural language query is actioned immediately e.g. "show me accountants in Manchester", "take me to vacancy creation" etc. which makes navigation a lot easier. The queries can be done via text/ keyboard or voice. We are also integrating chat bots which we see as a real productivity boost for direct hiring certain groups such as graduates.

Integration with social tools becomes a vital part of the collaboration aspects during the hiring and onboarding process. Our systems allow cross communication so that a candidate may communicate via Facebook Messenger whereas the recruiter and manager may use our ATS chat tool, but all of the information will be in a single app of choice for each party.

This is why we are seeing best-in-class TA on the rise as it allows this high degree of specialism that benefits the user and the candidate. If we look at the amount of investment going into HR technology, and the amount of new start-ups appearing every week, we will continue to see high levels of innovation across Talent Management and Talent Acquisition.

SECTION 3

Beyond the Core



SECTION 3

Beyond the core

ATS or CRM?

In addition to the ATS there is the CRM debate but is the CRM a potential alternative to the ATS or is it just an ATS with a different name? To help answer that questions let's look at how the world's leading CRM vendor Salesforce define CRM.

"Customer Relationship Management (CRM) as a strategy for managing all your company's relationships and interactions with your customers and potential customers.

More commonly, when people talk about CRM they are usually referring to a CRM system, a tool which helps with contact management, sales management, workflow processes, productivity and more."

So taking the above statement, it could be applied to what an ATS does but in the same way the ATS has evolved, so has the original Salesforce CRM, also way beyond the original product.

When the ATS was first developed, it was focused on reactive recruiting rather than proactive sourcing. A job was advertised and candidates would apply. They would then be processed through to reject or hire. As the market changed and became more candidate led, recruiters needed to be more proactive and start to source candidates direct and then work out how to get those 'leads' (as LinkedIn call them) into their ATS.

One of the first vendors who offered recruiters a CRM with sourcing capabilities and integrated with the ATS was Avature. The initial aspects of their CRM included outbound multi-site searching, email marketing,

customisable landing pages and talent pipelines with flexible workflows pushing candidates into the ATS at the relevant stage. As expected, Avature have evolved into a fully-fledged ATS with great CRM functionality in the same way some ATS vendors have in turn added CRM functionality.

But, for some companies strong CRM functionality is the most important aspect of their recruitment technology so a CRM with a simple workflow will be sufficient. Or an ATS with strong CRM functionality!

In summary, there are not too many products that position themselves as a pure CRM tools as the functionality between CRM and ATS has become blurred as sourcing is now a key activity for the majority of recruiters. Some of the most recent ATS products, such as Workable and Lever, have started with sourcing and collaboration (key CRM elements) at the heart of their products and of course added the core ATS features. The result being a more modern looking ATS albeit best suited to fast growing and/or smaller companies rather than the highly complex global enterprise that needs to be able to customise many aspects of their ATS. This does not of course mean that these products are not flexible and configurable, they are just different, and for some companies better suited than the 'traditional' ATS.

The bottom line is, if you need to do direct sourcing you can either use your ATS functionality/module or, if the level of functionality you need is not available within your ATS, you can look at standalone CRM products.

SECTION 3

Beyond the core

Additional modules

As ATS vendors have grown their customer base, just within talent acquisition they have developed additional functionality to meet market demands. Some of the key modules to be aware of are:

1. Career site CMS (content management system).
2. Referrals.
3. Recruitment agency portal.
4. Assessments.
5. Video interviewing.
6. Reference checking.
7. Semantic search/matching.
8. Temp/contractor management .
9. Timesheets.
10. Onboarding.
11. Internal mobility portal.
12. Predictive analytics.

The actual modules per vendor will vary and for every module, there will be a number of standalone third party products that specialise in that specific level of functionality. Your challenge as a buyer/user will be to determine the best way to get the additional functionality that you need.

Third party product integration vs. standalone

For this section I am going to use video interviewing as the third party product such as:

- Sonru.
- HireVue.
- LaunchPad.

All of the above products work standalone and do not need to be integrated with your ATS although you do need to know if longer term ATS integration is going to be important or vital.

Step 1

Make sure you talk to your ATS vendor to find out which (video recruitment) vendors they have already integrated with for other clients or, if they have any plans to integrate with any particular vendors.

But, and this is important, don't limit yourself only to these third party vendors. You should also check the market to make sure you know how the most suitable vendors compare.

Step 2

Map out your high-level process to see how the third party product will fit in:

- Short term i.e. standalone.
- Longer term i.e. integrated.

Step 3

List out the main functionality that you are going to need and then look at the websites of 3-4 vendors to create an initial shortlist to look at.



SECTION 3

Beyond the core

Step 4

Check with your network and get their thoughts on:

- Your functionality needs
- Initial shortlist of vendors.
- Any additional ideas and/or vendors to look at.
- Approximate costs.

Step 5

This may sound obvious but make sure you have budget signed off before you go out to market talking to vendors. There is an argument to say budget approval should be Step 1.

Step 6

Talk to vendors and organise a product demonstration and do tell them your budget for an initial trial. So many buyers prefer to hide their budget from the vendor which can often waste time for buyer and seller when there is a mis-match that is only found out at the end of the process.

This is no different to a recruiter making an offer to a candidate who doesn't accept purely because the package was too far away from their expectations. A good recruiter should in my opinion always check salary very early on for most positions to ensure everyone has the same financial expectations. Buying technology and services is no different.

Step 7

Choose your trial product and start testing something new.

NOTE: You can use the advice in the more detailed section of "How to choose the right ATS" for any third party product as the principles apply to all of your talent acquisition technology.

Product marketplace

Some ATS vendors have recognised the need to integrate with third party products so have created a marketplace that works in a similar way to the Apple App Store and Google Play.

The marketplace will list products from various categories that are already integrated and are available 'off the shelf'. In theory this should mean no set-up cost as it is just like adding a new App to your mobile phone but this will not necessarily be the case so it's important to double check costs and timescales.



A good recruiter should in my opinion always check salary very early on for most positions to ensure everyone has the same financial expectations.

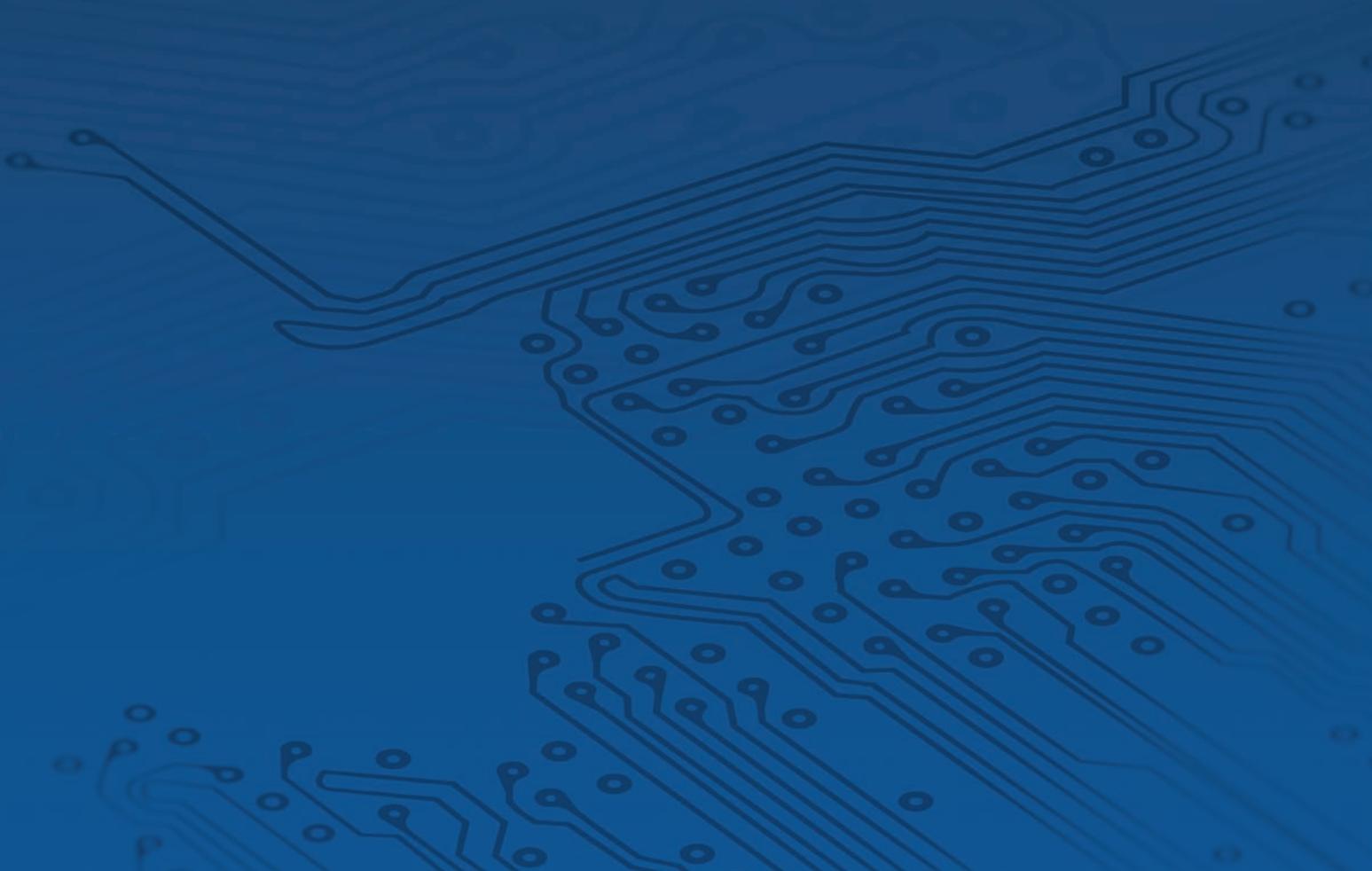


Furthermore, some are opening up their platform to allow third parties to build their Apps without having to get the vendor involved so it can be done faster and cheaper. The type of products you would expect to see with talent acquisition should include:

- Job boards.
- Multi-posters.
- People aggregator/sourcing.
- Semantic search.
- Video recruitment interviewing.
- Online assessments/testing.
- Social referrals.
- Background checking.
- And much more.....

SECTION 4

How to Choose the Right ATS



SECTION 4

How to choose the right ATS

Not many people get the opportunity to choose their ATS as it is already there when they start, or they inherit it as the result of a project that they were not part of. Whilst it may sound very exciting to be responsible for buying a new ATS, if you get it wrong you could end up worse off than before but if you get the foundations right, you can minimise the risk of failure.

Tactical or strategic

You will need to know if buying an ATS is a short term tactical project (1-3 years) or part of a longer term strategic plan (3+ years). It may be that someone is working on a longer term technology strategy that will at some point deliver an ATS albeit not for a 'few years'. Or it may be that you need to look at the ATS as part of a bigger talent management project that will at some point require learning, performance and succession planning. Either way, you need to know if your project is a short term fix or part of a long term plan.

Budget

You're going to need one but the budget game can often be a bit chicken and egg. You may be 'given' a budget, that may or may not be sufficient, or you may have to build a business case to get a budget.

If you've been given a budget, you can move to the next step although you may have to ask for more money later once you have got your shortlist of vendors. If however you haven't been given a budget, you'll need to find out who needs what kind of information in order to give you a budget. It may be that you have to get costs from a vendor so you can define and then request your budget, but if this is the case, make sure you tell vendors your situation in advance. And also tell the vendors your budget so they can let you know in advance if that's within their price range.

Scope

Define which departments will be impacted by your ATS project such as:

- HR.
- Line Managers.
- IT.
- Legal.
- Recruitment agencies.
- Advertising agencies.
- Advertising channels.
- Any other technology providers.

As part of defining your scope, you also need to map out your workflow which will in turn help you define some of the functionality you will need within the ATS.

Workflow

I see a number of workflows that have not been changed from when the ATS was first implemented, simply because no one has thought to change because it was 'assumed' that was the way it had to be. So now could be your big chance to get the workflow you've always wanted although getting your workflow right can be like a game of snakes and ladders, both before and after go-live.

At this stage you are aiming for around 80% done and no more. You just need to get the high-level aspects clear for your key areas of recruitment such as:

- Head Office.
- Operational roles.
- High volume roles.
- Niche area 1 e.g. IT.

If you try and get every part of the workflow perfect you'll never move beyond this stage of the process. I prefer 80% done than never done/perfect.

SECTION 4

How to choose the right ATS

Functionality checklist

Once you have your high level workflow you can start to define your product and functionality needs. You can use something like the checklist below.

Functionality	Comments	Standard Y or N	Essential 1-3	3rd party Y or N	Integrated Y or N
E.g. Job templates		Y	1	N/A	N/A
E.g. Video interviews	Only recorded.	N	2	Y	N
E.g. Configurable workflow	Require different workflows for each job family.	N	1	N/A	N/A

You should also have a checklist for service and support similar to below.

Service	Comments	Standard Y or N	Essential 1-3	Cost Y or N
E.g. User training	To cover updates and new users	Y	1	N
E.g. Upgrades	If part of vendor roadmap	N	1	Y
E.g. Telephone support	Users only	Y	1	N

You can create your functionality list from your workflow but also by looking at a few vendor websites to get high level information. You will be able to add more detail after a few product demonstrations which should also help you refine your workflow.

You may also want to share your initial functionality list with some of your network so see if they can both add to the list but also advise how their current ATS vendor compares to your needs.

The shortlist

To make sure you select the right vendors for your shortlist you need to know if your project is:

- Tactical or strategic?
- TA, ITM or HCM?
- Single language, single country use or bigger?

SECTION 4

How to choose the right ATS

Be aware, the more global and ITM/HCM focused the vendor is, the more likely their costs will also be higher than a UK only ATS vendor who serves smaller companies of less than 1000 employees (as well as larger). This doesn't mean that UK focused vendors are cheap or inferior, it's about buying the most relevant product for your needs.

Having answered the questions above, you can use the vendor lists in this yearbook as a start point and review the product and functionality sections of their websites to match them against your functionality criteria plus:

- Were first impressions of the website good?
- Is their website easy to navigate and find information?
- Does the product appear to meet your initial criteria?
- Do they have any customer case studies or lists/logos of customers?
- Are any of the customers listed similar size/industry to you?
- Overall did you leave their website with a good impression?

At this stage, I would aim for 3-4 in the initial shortlist as you can always update it at a later stage. Once again, you can always discuss your findings with your network to see if there are any obvious missing points or vendors for you to consider.

Process timescales

Don't try and rush the process, end up making mistakes and missing your deadlines. So often buyers state very short timescales and never achieve them whether that be the buying decision or the project steps. Assume it will all take twice as long as very often internal debates over relatively small issues can eat up a lot of time.

Be very transparent with the vendors about your process and timescales so they can work with you rather than continually chase you for updates. And keep them updated. There is nothing worse than a buyer who calls in a number of vendors, gets them to invest time and money in helping the buyer find the right vendor, but then cast them aside with no final decision. Treat the vendors like candidates/customers, it costs nothing extra to be a professional buyer.



SECTION 4

How to choose the right ATS

The demonstration

The first rule of the demonstration, is allow more than 1 hour per vendor as you cannot conduct a decent product demonstration and conversation in 1 hour. You need to learn about the vendor and they also need to learn about you as with any relationship, both parties have to make it work. Selecting an ATS vendor is very similar to hiring a new person. You need to make sure the skills (functionality) and personality (culture) fit the job role (project scope).

As you will have defined your important functionality requirements and your high level workflow, use the demonstration to get the vendor to show you some of your 'real life' functionality such as:

- How to create a new job from the job library.
- How to choose the right workflow for a new job.
- How to find applicants in the database.
- How a Line Manager can review applicants.

To make these examples as real as possible, provide example jobs to the vendor and any other supporting information such as workflows, departments etc. The more you give them in advance, the better the demonstration should be. Don't let the vendor control the demonstration format and content though, as they do demonstrations on a regular basis so will be able to make their product look amazing even if it does not meet your criteria.

The legals

Ask for a copy of the standard agreement from each vendor you have shortlisted and always get legal/procurement to check the contract. As with price, no point getting to the end of the process and then not being to complete the deal because of a legal issue that could have been identified earlier.

It would be remiss of me to give any legal advice as I'm not a legal expert, but also because different companies

have different legal priorities hence let your own legal people advise you. All you need to do is get the details to them.

IT infrastructure

You would not buy a beautiful car that was unreliable, likewise you don't want a great looking ATS that is slow and unreliable due to technical constraints. The vendor may tell you they have everything covered as they use AWS (Amazon Web Services) to host their product, but your IT team may have other views and/or questions. Such as, what happens when AWS goes down, which has happened on a very small number of occasions.

Remember, you are not an IT expert and in many cases, neither is the representative of the ATS. Best to be sure for both parties.

Customer references

Always talk to 2-3 customers to get some feedback on both product and support. Obviously a vendor will introduce happy customers, and why wouldn't they. A happy customer is in my experience, more likely to give you an honest and transparent overview.



SECTION 4

How to choose the right ATS

For those same customers, I'd ask for their views on their candidate experience and career site before you test it for yourself. It's important to get their views first as often recruitment and the vendor may be constrained in what they can do so the career site may not be something to judge them by.

Test drive

Once you are down to the final two vendors, you need to take a test drive. On your own. Most vendors (and I worry about any that can't) can give you a demonstration version of their product to allow you drive in your own time. Make sure you allocate time to do this part of the assessment as otherwise it will be a pointless exercise and, the vendor will know if you've tried it out or not.

To start off, follow the same activities that you saw in the demonstration. The vendor will know their system so will

have made it look easy (which it most likely is) but you won't know their system as well, so you may or may not be able to complete the tasks as easily. This also helps you get a feel for how a new user is most likely to react so if you find it easy, this is an indication that user training may not be too intense.

The project plan

Once you have selected your vendor ask them for a typical project plan for an implementation of a similar project scope. They will be running projects on an ongoing basis so should be able to give you some guidance on key milestones and timings.

Once you have an initial project plan you can then take this to your internal team and update it before working with the vendor to create a final project plan.

“

In most cases the buyer spends too much of their budget on the actual ATS (licence fees) and does not have enough left for the implementation and project management work

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SECTION 4

How to choose the right ATS

Total costs

In most cases the buyer spends too much of their budget on the actual ATS (licence fees) and does not have enough left for the implementation and project management work. Try not to fall into this trap as lack of project resource will result in project delays which will in turn impact the success of your project.

You could easily need 2-4 times the amount for full project implementation as you do licence fees, although this will not be quite so severe for smaller projects.

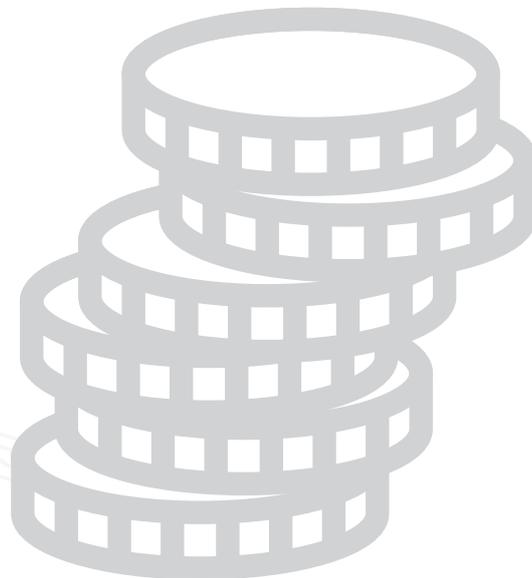
Go live

Some vendors will want to be at your main office when the ATS goes live, which is never a bad idea, although not vital or in some cases possible. Either way, you need to be available for the first week as this is when people take real notice of the new processes, and very often they highlight things that they should have identified during the testing phase.

Also, have an agreed freeze stage when no changes can be made but collate a list. This may only be a 2-4 week period but what you don't want to do, is react to every single change and then bombard the vendor with lots of things which in turn have to be managed and rolled out. Better to stay calm, make your list, keep the vendor updated and then get the work done on a pre-agreed schedule. This way it's a lot easier to manage and roll-out to users.

Business as usual

Plan in regular updates with your vendor. It doesn't matter if they are monthly, quarterly or annual but make sure you keep on communicating. It may sound obvious, but where I see the ATS fail the most, is when communication has not been happening, the relationship fades away and everyone blames the ATS.



ATS vendor classification

	Access Group	AMRIS	Eploy	Harbour	Jobtrain	Lumesse	Network	Peoplefluent	TalentSpa	TrackerRMS
Vacancy Management										
Job templates library.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Screening questions library.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Job approval process.	Y	Y	Y	Y	Y	Y	C	Y	Y	Y
Multi-posting options (direct or third party integration).	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Applicant Area										
Search for jobs by keyword, location, distance and category.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Register for job alerts.	Y	Y	Y	Y	Y	Y	Y	Y	Y	C
Apply without registering.	N	Y	Y	Y	N	Y	N	Y	Y	Y
Save an application for later.	Y	Y	Y	Y	Y	Y	Y	Y	N	N
Receive an auto response confirmation of a completed application.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Auto-matching of similar jobs.	Y	N	Y	Y	N	Y	Y	Y	Y	Y
Map view of jobs in search result.	Y	Y	Y	Y	Y	C	N	Y	N	I
Manage personal details.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Delete their profile.	Y	N	Y	Y	Y	Y	Y	N	Y	C
Review job applications and track current status.	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
Workflow										
Ability to move applicants from the apply to offer stage.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Multiple workflow stages.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Email templates for each stage of the workflow.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Access for Line Managers to view applicants at key stages e.g. shortlist.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Online interview scheduling to allow applicants to select a date/time.	Y	Y	Y	Y	Y	Y	Y	Y	Y	I
Finding a specific applicant by name, keyword etc.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Finding unnamed applicants by skill, keyword etc.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Reports										
Standard reports.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Bespoke reports.	Y	Y	Y	Y	Y	Y	C	Y	Y	Y
Integration with 3rd party reports software.	I	Y	C	Y	N	Y	I	Y	Y	Y

ATS vendor classification

	Access Group	AMRIS	Eploy	Harbour	Jobtrain	Lumesse	Network	Peoplefluent	TalentSpa	TrackerRMS
API										
Public.	C	N	Y	N	N	Y	N	N	N	Y
Partner.	Y	Y	Y	Y	Y	Y	Y	N	Y	Y
Private.	Y	N	Y	Y	Y	Y	N	Y	Y	Y
Additional modules										
Career site CMS (content management system).	Y	Y	Y	Y	N	Y	Y	N	Y	Y
Referrals.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Recruitment agency portal.	Y	Y	Y	Y	Y	Y	C	Y	Y	Y
Assessments.	I	Y	Y	Y	Y	Y	Y	I	Y	Y
Video interviewing.	I	Y	I	I	Y	I	Y	Y	N	I
Reference checking.	Y	Y	Y	Y	Y	Y	Y	I	N	Y
Semantic search/matching.	Y	I	N	Y	Y	Y	Y	N	Y	Y
Temp/contractor management .	Y	I	Y	Y	N	Y	N	Y	N	Y
Timesheets.	Y	I	Y	Y	N	Y	N	Y	N	Y
Onboarding.	Y	Y	Y	Y	Y	Y	C	Y	Y	Y
Internal mobility portal.	Y	Y	Y	Y	Y	Y	N	Y	N	Y
Customer Support										
Business hours	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
24/7	N	Y	N	N	Y	Y	N	Y	N	Y
Telephone	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Email	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Online chat	N	N	Y	N	N	N	N	N	Y	Y
Online FAQ	Y	Y	Y	N	Y	Y	Y	Y	N	Y
Customer portal	Y	Y	Y	N	Y	Y	Y	Y	Y	Y

Y = Part of core product

N = Not available

C = Available through customisation

I = Available as 3rd party integration

SECTION 5

The Future of Recruitment



SECTION 5

The future of recruitment

None of us know what recruitment technology will look like in 2025 but using my 15+ years of working with recruitment technology vendors and never ending market research, making short term predictions (3 years) is a lot easier than long term (8 years). Only time will tell how accurate I am.

Although predicting how technology will evolve is not guaranteed to be correct, when you review vendors it is still important to understand what they think as this will direct their product roadmap. In turn, you can then decide if you feel their views on the future are inline with yours and more importantly, if you think their ideas will help you succeed.

Recruitment 2020

2020 sounds quite futuristic but it's only 3-years away and as it's such a short time span, the changes will be fairly easy to predict.

The Recruitment Operating System (ROS)

Two aspects to consider are:

- System of record (holds the data).
- System of engagement (where users complete their actions).

With the API as a core component of any modern ATS (system of record), the system of engagement can vary across different modules and/or third party integrated products so a recruiter can use one system e.g. the ATS (recruiter system of engagement) whereas the Line Manager may use another for reviewing a shortlist e.g. third party video interview system.

If you consider the Apps on your phone as a further example. Your phone has an operating system that you never think about although you may have to go into the settings menu to set-up some 'operational' aspects of your phone. But to send a message, you open an App. To check the weather you open an App. To get directions you open an App. And if you want new functionality, you download a new App.

But that's a lot of Apps hence mobile user interface (UI) designers are looking at how they integrate Apps within Apps to give a better user experience (UX). For example, if you go into Google Maps and look for a location, Google will show you walking, driving, public transport and now Uber options. If you choose Uber it opens the Uber App with the destination details and you continue from there. No having to copy your destination, then go into the Uber App etc.

Over the next 3 years the ATS will start to work more like a mobile phone with a choice of functional and optional Apps that recruiters can swap and change as they want.



SECTION 5

The future of recruitment

Mobile and Apps

We already live in a mobile centric, consumer focused environment with many technology vendors introducing new user interfaces that are designed to work on a mobile device. This will continue to evolve over the next 3-years whereby a recruiter will be able to conduct 80% of their work on their mobile.

Machine learning (automation)

The ATS will become more automated and start to anticipate some of the basic activities that need to happen as part of your workflow, will nudge you to get things done, and then learn for next time. This is machine learning rather than artificial intelligence.

Predictive analytics

Analytics will be the domain of specialist vendors who will have access to vast amounts of data to be able to predict results based on defined criteria. Some of these will be acquired by ATS vendors and embedded into their products, others will remain independent so will be integrated with various ATS's to deliver the same results (or maybe better).

For example, there is an assessment product that only uses Facebook data, and can provide a psychometric profile in a matter of seconds based on 30 of your Likes. And it works!

Artificial intelligence

In 2017, most claims of AI in HR Tech are somewhat optimistic but by 2020 we will see significant advances. As an example, candidate conversations prior to face-to-face interview will be managed by a Bot that will be able to manage the entire process from enquiry to shortlist and, provide a better and more consistent candidate experience.

By automating the front end of the hiring process, recruiters will be able to focus more time on adding value during the human interaction stages of interview and beyond.

Recruitment 2025

We have spent the last 100 years learning how to drive, we will spend the next 10 learning how to undrive as the machine takes over our daily commute. In the same way, we are being taught how to use voice, how to pinch and squeeze data, and how to get ready for the workplace of 2025.

“

By automating the front end of the hiring process, recruiters will be able to focus more time on adding value

”

SECTION 5

The future of recruitment

Machine learning (automation) and AI (decision making)

I expect 80% of the hiring process to be fully automated with the use of machine learning becoming a core element of every ATS. As the ATS learns, recruiters will trust it to do more of the repetitive parts of their job so they can focus on where humans add most value.

The setup of an ATS will be self-configuring and improve on a continual self-learning cycle. As the machine learns, it will make decisions to reconfigure the system without the need for human interference as it will make decisions based on data and evidence rather than human, subjective opinions.

In turn, applying for and securing a new job, will be as efficient as buying a pair of shoes on Amazon and the first human interaction will be post offer; albeit subject to final human screening.

Gestures

With a VR (virtual reality) ATS, the keyboard will not be required as the recruiter will use gestures to swipe screens, pinch and squeeze data and open new Apps. The desk space required for this kind of interaction will be far smaller and more mobile, which will see recruiters placing themselves at the heart of the business and working a lot closer with their operational customers.



Speech

With the advancement of voice recognition in consumer devices, business systems will have also evolved in the same direction. The recruiters headset will also be part AR (augmented reality) and part HUD (head up display). The keyboard will continue to gather dust as the most efficient communication method will be voice (and gestures).

Job agents

Both candidates and recruiters will have intelligent, fully automated job agents consuming data, sentiment, conversations and more, and then matching candidates to recruiters. In many cases the matching will be done before a job exists as the agents will be using predictive analysis to prescribe defined hiring actions.

SECTION 5

The future of recruitment

Artificial intelligence

By 2025 AI will have progressed significantly although I do not believe it will have reached the status of 'general AI' so will therefore remain non-sentient (cannot perceive or feel things) and narrow in focus/capability. That said, it will still be able to 'appear human' within a narrow set of activities.

For example, using a voice command (as per Alexa or Siri) to find information, the ATS will not only be able to interpret any vagueness in your command, but also make decisions in order to provide a better result. The downside of this is that potentially we de-skill the job of the recruiter in the same way that satellite navigation has de-skilled the role of the taxi driver. This could result in a Line Manager brief being taken straight into the ATS that then provides a shortlist without any need for a recruiter. This may sound unlikely but Uber have done exactly this with customers booking a taxi direct with the driver, and technology replacing people in an office handling calls and allocating fares to drivers.

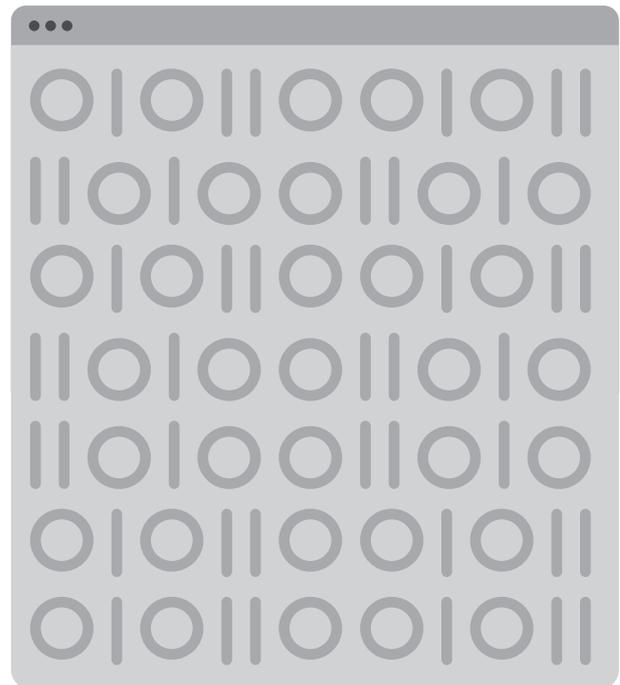
The recruiter

So where does this leave the recruiter? As AI will not be sentient or have reached/surpassed human intelligence (general AI), the machine will still be relatively simple, working on quite simple but monotonous activities, albeit more efficiently and quickly than a human.

Recruiters will need be the experts in:

- Telling their employer brand story 'human to human'.
- Using data to make human intelligence people decisions.
- Maximising the ATS capabilities and AI to source, attract and hire the right people at the right time.

In essence, not much different from today just with more advanced technology and fewer colleagues.



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Lumesse

Lumesse

475 The Boulevard
Capability Green
Luton
Bedfordshire, LU1 3LU

Contact details

☎ 01582 816400
✉ hello@lumesse.com
🌐 www.lumesse.com

Social media

🐦 twitter.com/lumesse
📘 facebook.com/LumesseGlobal
🌐 linkedin.com/company/lumesse
▶ youtube.com/Lumesse

Product name

Talentlink

API

Yes

User support

- Business Hours
- 24/7
- Telephone
- Email
- Online FAQ
- Customer portal

Lumesse is a leader in global Talent Acquisition and Onboarding software solutions. Our next generation recruitment applications help organisations develop powerful and innovative strategies to find, attract and engage the best candidates. Our Talent Acquisition Experience Platform works on an open 'eco-system' model, empowering clients to build a solution which works for them now and scales with them in the future using a combination of Lumesse and Partner solutions. We support Enterprise organisations of all types, across all industries and sectors to address their recruitment challenges. Whether the immediate focus is smart search, recruitment marketing, user adoption or predictive analytics, we present a solution which maps seamlessly to your strategy, and adapts with you in the future.

Lumesse solutions are built with the whole organisation in mind, not just the recruiter. The fully configurable and adaptive user journey gives users an experience of fluid and simple navigation throughout their entire recruiting processes, by utilising machine learning to adapt User Experience (UX) to the individual the more they use it, based on their historic behaviour. As a pure SAAS solution, it is simple for us to maintain and add new features to the solution, meaning our platform is intuitive, feature rich, fully mobile enabled and available on any device, any time.

As well as technology for in-house recruiters, Lumesse Talent Acquisition also provides the recruiting technology stacks for many of the world's global recruitment process outsourcing (RPO) organisations, working with them to deliver a technology hub for their bespoke model offerings. Alongside global multi-nationals, our multi-client, single implementation system also offers traditional recruiting agencies and managed service provides the opportunity to broaden their RPO offerings, with the full support of our in house team of RPO consultants.

Why do our clients choose Lumesse? Our expert teams mean partnering with us is about much more than just technology. From the first point of contact through to ongoing customer success, we work with you every step of the way to understand your unique challenges and craft your solution to help you succeed. Innovation is our passion, we listen and work with our customers to introduce features that solve problems and functionality which sets you apart from your competition.

With a customer base of more than 600 organisations worldwide Lumesse are a truly global partner, offering the solution in more than 60 languages across 70 countries.

More than technology. Because Talent Matters.



Lumesse

“The best thing about any roadmap that Lumesse produces is the client interaction, so you get our feedback. With every roadmap that you produce there’s always a certain amount of categories that are related to client feedback and commitment to the customers that you have. So it’s based on everything that we want rather than just things that you think would be good”.

Chantel Conley, Nationwide



“I love the fact that Lumesse are very much a listening organisation. Over the last couple of years we’ve suggested a few bits of functionality which we now see being rolled into the system. And not in the way we would expect it to be implemented, they’ve actually gone further. To be able to sit in a room and see what’s coming next and really be wowed by what’s coming is a great position to be in”.

Douglas Shirlaw, COSLA



“What I like is when I have a question regarding the process, I can raise it and Lumesse will think with me, about how to improve it”.

Tinne Aerts, Elia





Faster, Smarter **Recruitment Software**

Eploy

Eploy House
Edwin Avenue
Kidderminster
Worcestershire, DY11 7RA

Contact details

☎ 0800 073 42 43
✉ info@eploy.co.uk
🌐 www.eploy.co.uk/inhouse

Social media

🐦 twitter.com/team_eploy
📘 facebook.com/team.eploy
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Product name

Eploy ATS

API

Yes

User support

- Business Hours
- Telephone
- Email
- Online Chat
- Online FAQ
- Customer hub

Eploy is the complete cloud-based recruitment platform for modern in-house recruitment teams. Eploy combines Applicant Tracking, Recruitment CRM, Talent Pool Engagement, Onboarding and Analytics into a unified web-based platform that integrates seamlessly with your careers site to provide an excellent experience for recruiters, candidates and hiring managers.

Finding and recruiting candidates who are the perfect fit for your roles is always challenging. Fortunately, Eploy's world-class recruitment software makes it much easier. Eploy is designed to help you convince and convert both passive and active candidates. It's a complete Recruitment CRM for perfect Candidate Relationship Management. So, you'll have all the tools you need to nurture your talent relationships and make successful hires, every time. Eploy also includes an Email and SMS marketing suite – so you can craft and send compelling campaigns that promote your employer brand and measure your engagement with your ideal talent.

Eploy is precision-engineered to work on all devices and add value to every stage of the recruitment journey. Eploy automates and simplifies recruitment processes to help you attract, engage, recruit and onboard candidates quickly. As Eploy is also your full talent engagement platform you can manage your relationships with candidates, departments and hiring managers better. With a high degree of measurability, you can track and analyse your recruitment performance, quality, costs and timescales accurately.

Our cloud-based recruitment platform is reinforced with market-leading mentoring and cross-sector expertise so you get the training and support you need to achieve a powerful commercial advantage.

"Eploy has proven to be more than recruitment software; it is an intelligent system which automates and enables the simplification of our entire recruitment workflow, manages our talent pipeline, hosts our employee files and serves as the central repository for all new hire documentation."

Rob Walker, Head of Resourcing, Royal Mencap Society





HARBOUR

3D MarComms Ltd
Suite 2.1
ICS House
Hall Road
Heybridge
Maldon, CM9 4LA

Contact details

☎ 01621 851151
✉ harbour@3dmarcomms.com
🌐 www.harbour-ats.com

Social media

🐦 twitter.com/3dmarcomms
🌐 [linkedin.com/company-beta/541461](https://www.linkedin.com/company-beta/541461)

Product name

HARBOUR - The agile ATS

API

Yes

User support

- Business Hours
- Telephone
- Email

A web hosted Software as a Service (SaaS) solution, HARBOUR offers both a fully adaptable Applicant Tracking System (ATS) and Content Management System (CMS) to provide the most seamless and effective candidate engagement facility to meet your recruiting needs.

We pride ourselves on being the most agile and best supported recruitment technology solutions provider on the market. We're able to configure HARBOUR to match your recruitment process needs rather than vice-versa, from simple systems to those with Authorisation workflows through to contract generation, OnBoarding and HRMS integration, with 3rd party integrations (psychometric test; video interview platforms; job board aggregators; DBS / background check providers etc.) and anything else in between - all whilst ensuring we deliver the most seamless and effective candidate engagement.

HARBOUR solutions underpin recruitment for clients across a breadth of sectors, including: Care; Charity; Construction; Education; Finance; Hospitality; Not for Profit; Professional Services; Retail; Transport; Travel.

"HARBOUR is a fantastic system that has revolutionised the way we recruit and manage the team. The service 3DMC provide is brilliant. Fast, friendly and reliable. We really value their input when making decisions. Great to work with on all levels".

Ben - Admiral



Jobtrain

Applicant Tracking Simplified

Jobtrain Solutions

Contact details

☎ 01565 818 234

✉ enquiries@jobtrain.co.uk

🌐 <https://jobtrain.co.uk>

Jobtrain was founded in 1999 and has been delivering and supporting leading-edge applicant tracking software and services to many well known organisations.

Those organisations include; Paul Smith, University of London, Odeon Cinemas, Toshiba, The Ritz London, P&O Ferries, Merseyside Police and Warburtons to name but a few.



PeopleFluent®

Peoplefluent

Contact details

☎ 0207 832 3440

✉ EMEAenquiries@peoplefluent.com

🌐 www.peoplefluent.com

PeopleFluent Recruiting is a best-of-breed recruiting solution designed to help you source better candidates, create branded experiences and share insights easily.

Our customers cite our logical interface, flexible workflows and seamless integrations as why they choose us.



aCloudRecruitment

The Access Group

Contact details

☎ 0845 345 3300

✉ tellmemore@theaccessgroup.com

🌐 www.theaccessgroup.com

aCloud Recruitment is a modern, agile and flexible online applicant tracking solution with an emphasis on providing a brand enhancing candidate journey.

The solution includes all the features of a best of breed ATS platform from vacancy posting, sophisticated candidate screening, full candidate management, onboarding and social media integration.

networkx

INNOVATE RECRUITMENT

networkx

Contact details

☎ 01943 467766

✉ innovate@networkxrecruitment.com

🌐 www.recruitment.software

networkx combine the latest technologies with a wealth of recruitment expertise to offer one of the UK's most advanced applicant tracking systems and an unrivalled recruitment service.

Our tailored and unique approach ensures we can not only provide organisations with the tools they need to manage their own recruitment but a fully supported agency style service that will help you attract the best candidates too.

TalentSpa

TalentSpa

Contact details

☎ 0844 870 0926

✉ tomc@talentspa.co.uk

🌐 www.talentspa.co.uk

TalentSpa is the UK's leading online recruitment specialist. Our mission is simple: To change the way employers recruit.

TalentSpa works with over 2,500 UK employers to help them reduce their recruitment spend in a number of ways.



TrackerRMS

Relationship Management Systems

TrackerRMS

Contact details

☎ 0845 1262 300

✉ contact@tracker-rms.com

🌐 www.tracker-rms.com

TrackerRMS is a leading cloud based Recruitment and CRM software provider supporting companies and users from start-ups to enterprise level partners.

Our comprehensive Software as a Service helps in-house teams, recruitment and staffing firms, as well as consultancies to streamline their processes making sure they are finding the best possible people and resources to fill roles and to complete their opportunities and projects faster.



Amris ATS

Contact details

☎ 0333 055 1685

✉ info@amris.com

🌐 www.amris.com

Amris is a leading provider of ATS & recruitment software solutions to organisations of all sizes in all sectors. Amris delivers innovative solutions, exceptional service and powerful results directly to end clients or via RPO providers.

Amris has been meeting the needs of organisations in both public and private sector for the past 17 years and is based in the City of London.

jobsgopublic

Jobsgopublic

Contact details

☎ 020 7427 8278

✉ sales@jobsgopublic.com

🌐 client.jobsgopublic.com

Additional Providers

Avature	www.avature.net
Blue Octopus	www.blueoctopus.co.uk
CoreHR	www.corehr.com
Cornerstone	www.cornerstoneondemand.com
eArcu	www.earcu.com
Easyweb	www.easywebrecruitment.com
Hireserve	www.hireserve.com
IBM Kenexa	www.ibm.com
iCims	www.icims.com
Jobscience	www.jobscience.com
Konetic	www.konetic.com
Lever	www.lever.co
PageUpPeople	www.pageuppeople.com
SAP Successfactors	www.sap.com
SmartRecruiters	www.smartrecruiters.com
Oracle Taleo	www.oracle.com
Tribepad	www.tribepad.com
Vacancy filler	www.vacancy-filler.co.uk
WCN	www.wcn.uk
Workable	www.workable.com