

Case Study

Technology that enhances good recruitment practices



THE RECRUITMENT COMPANY

The Recruitment Company (TRC) is an award-winning recruitment agency with offices in Sydney and Dublin, that specialises and excels in IT, digital and public sector recruitment. “We value delivering exceptional service and we needed an Application Tracking System (ATS) that would support this,” said Simon Moss, Chief Operating Officer at TRC.

Challenge

While the TRC team liked their previous ATS provider, the technology was outdated, and the provider wasn't able to respond to their needs. “We weren't able to influence the development of the product. We needed to work with a provider that would listen to our needs and product feedback and take this into consideration when updating the product.”

TRC looked at a number of ATS providers, both local and global. “We found a lot of solutions that had all the bells and whistles and functionality, and looked cool on the surface, but they were all really vacuous.”

Solution

“Recruit Wizard's system is built on a solid recruitment philosophy, using technology to enhance good recruitment practices. So many providers were pushing the fact that their system allows you to email hundreds of candidates at once and provides you with short-cuts. This isn't what we're about. We don't want to email 500 candidates, we want to call one good one, but none of the other providers seemed to understand that.”

TRC's staff have found Recruit Wizard easy to use and the functionality useful and well thought-out.

“The email templates, the workflows you can build are really well-thought out and has reduced our administration time, and more importantly, increased our service levels. The integrations they build are really solid.

“Recruit Wizard has integrated with all our core systems from our time sheets through to our website, server engines and induction workflows, this makes it easy for us to access everything we need in one click from our ATS.”



“We weren't just looking for a system, we were looking for a partner that could support us and what we needed from our ATS.”



“Recruit Wizard come to us with new ideas and take our ideas on board. We genuinely see them as a partner, not a supplier.”



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“With most systems, you complete a process or task, and then you go into the system and record what you’ve done after. Whereas with Recruit Wizard, you do the process and it’s recorded, everything’s done for you. Working outside the system is actually harder than using Recruit Wizard. As a result, our compliance has gone up from about 60% to about 95%.”

Recruit Wizard reporting and dashboards helps with remote working, providing TRC’s management team with real-time visibility, without having to micromanage their staff.

“We wanted a cloud-based ATS and Recruit Wizard set us up for flexible working. So when COVID accelerated our remote working, we were prepared and Recruit Wizard worked really well for us.”

Another reason TRC selected Recruit Wizard is because of iProfile, its candidate exchange database which can increase the number of active candidates in a recruiter’s database by up to 50 percent.

“We love iProfile and find it is a massive differentiator as it gives us access to more active candidates. We use it in all our tenders. In fact, every sales pitch we include iProfile, as our competitors and our clients don’t have it.”

Results

“For us, trust is extremely important. Recruit Wizard is very open, transparent and accessible. Their support is great. Even though their system is very stable, when things do need fixing, they resolve it quickly. They’re very responsive, coming back almost immediately, even out of hours.”

“Recruit Wizard has contributed to our success as a business. Even through COVID, where we have heard some horror stories about other suppliers, they’ve been awesome, very accommodating, very helpful - a genuine partner.”

CONTACT US

If you want to email us, great. If you want to speak to us, even better; a real person will answer or return your call. We are a services business, and service is what we aim to provide to you first and foremost.



 [recruitwizard.com](https://www.recruitwizard.com)
 info@recruitwizard.com
 02 8071 8750