entelo

RECRUITING AUTOMATION VENDOR
Evaluation checklist

VENDOR

NAME

ACCOUNT EXECUTIVE

RECRUITING AUTOMATION CATEGORY

Product Offering Evaluation

Sourcing

- [ ] More than 500 million candidates
- [ ] Ability to request contact information if it's not already available
- [ ] Ability to search using multiple languages and special characters
- [ ] Advanced search filters to encourage efficiency
- [ ] Proprietary actionable insights accompanying resume data
- [ ] Outreach Insights to help you compose better messages, and other data-driven tips to increase response rates

Technology

- [ ] How many data sources does it aggregate?
- [ ] Do they have Industry-specific data sources? (finance, healthcare, etc)
- [ ] Is this a tech-company or a sales-oriented organization? How does that impact their vision of customer service and product roadmap?
- [ ] Do they only have quarterly product release cycles or are they constantly innovating and working to improve all aspects of the product?

Diversity:

- [ ] Offers actionable, real-time Individual and org reports (gender and ethnicity) that show both diversity sourcing and the resulting breakdown of the recruiting team's pipeline.

Artificial Intelligence and Machine Learning

- [ ] What exactly do they automate?
- [ ] Who leads their Product Dept.? What are their AI credentials?
- [ ] Do they hold any patents tied to ML/Artificial Intelligence?

Platform and Workflows

- [ ] Enables collaboration across recruiters, recruiting managers and recruiting managers without additional cost/licenses.
- [ ] Admins can easily manage and swap user seats
- [ ] Configurable to meet the needs of my entire team (vs. one-size-fits-all solution)
- [ ] Encourages staying in-browser - time saving
- [ ] Provides features my ATS/CRM does not have (i.e. ability to send emails on behalf of a hiring manager or a senior diverse leader at the organization)
- [ ] Provides access to candidates across all regions
- [ ] Continuous innovation and product development

Integrations

- [ ] Ability to integrate with enterprise-grade ATS/CRM systems
- [ ] ATS/CRM configuration and implementation services
- [ ] Able to scale and grow with YOUR organization

Parntership Offering Evaluation

Customer Success/Support & Training

- [ ] Offers customer success/support
- [ ] Self-service training solutions
- [ ] Technical troubleshooting (web / phone help)

    If yes: Avg. Response time:

- [ ] How robust is their customer success team? Is this adequate when it comes to providing the level of support and change management required for a company your size?
- [ ] Experience working with F500 customers
- [ ] High turnover rates that could cause support-risk

Security

- [ ] Publicly available privacy notice
- [ ] SOC2 Type II compliance
- [ ] Sky-High Enterprise Ready certified
- [ ] Secure APIs
- [ ] Meet ISO 27001, PCI and FedRAMP global security standards
- [ ] Comprehensive disaster recovery plan
- [ ] Vulnerability testing measures in place
- [ ] Questions to ask:

  - How will they protect your data?
  - Are their APIs secure enough for you to approve ATS integrations of your most important data? (people) using TLS 1.2? Do they leverage AES 128-bit encryption?
  - Do they also use KMS encryption of your data? Can they be exported from the service?
  - Do they store passwords, can they SEE your passwords or do they use one way cryptographic hashing algorithms (Bcrypt - the industry standard for password hashing)
  - Do they provide phone numbers? (FICRA red flag)
  - Can recruiters sign up and install the software on company-issued computers without any level of review? OR does it require corporate approval to ensure the software is safe to install?
  - Can they speak towards how they are committed to protecting privacy, confidentiality and security?
  - Can they confirm that PII from your applicants will NEVER be available to others?
  - Does the contract you are being presented include clauses about the vendor's ability to access YOUR contact books and automatically add those to the database?
  - How do they keep customer data safe?
  - Can they help you prepare for an OFCCP audit?
  - Track and monitor your team's activities to ensure diversity searches are being performed by each sourcer/recruiter?
  - Can they speak towards the proportion of your represented to under-represented candidates in your pipeline?

Enterprise-ready

- [ ] Can demonstrate successful similar deployments?
- [ ] Testimonials from Enterprise-level customers
- [ ] Questions to ask:

  What types of enterprise clients, with high levels of expectations, security and privacy concerns are currently using them?
  - Testimonials - do these reflect multiple industries and company sizes - or just one?
  - What do the strongest Talent Acquisition companies have to say about their technology, product and services?