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

Partnership 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?