

Case Study

Choosing a partner to grow with your business



ivorygroup

Ivory Group was created in 2010 by three founders Junji Kamoshida, Mark Grace, and Tim Signo. Their goal was simple; to better the recruitment industry by offering a superior service focused on people. Over the years, Ivory Group has grown to become one of Australia's leading recruitment agencies.

Challenge

One of the biggest challenges Ivory Group faced came with its success. As the business grew rapidly from a small to medium-sized recruitment agency, its technology requirements changed.

"As we grew as a business, what we were getting from our Applicant Tracking System (ATS) and the level of support we were receiving didn't meet our requirements," said founder and CEO, Junji Kamoshida.

"We needed more. Our ATS had a limited capacity to gather the analytics we needed to measure the performance of our business and our people. We needed a partner that was not only responsive to our needs, but actually took the time to understand our business."

Another priority for Ivory Group was reducing the administration time for its consultants. "The recruitment industry is constantly changing and to stay ahead, you need to find ways to reduce the administrative time. Our previous platform was time consuming to use. This led to simple tasks taking too long, and a lot of resistance from our consultants in using the platform."

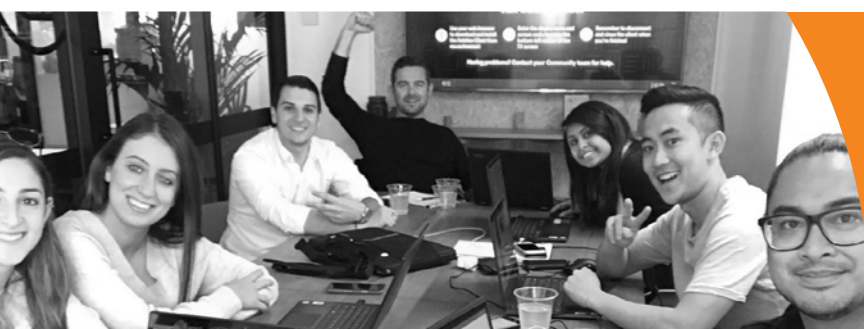
These factors led to Ivory Group going on the hunt for a new ATS. After meeting with a number of providers, Ivory Group ultimately chose to work with Recruit Wizard because of its level of flexibility, customisation and ongoing support.

Solution

"We chose to work with Recruit Wizard for a number of reasons," said Junji. "We immediately felt comfortable with the team at Recruit Wizard, but the main reason was their desire to customise and edit their platform to cater to the needs of more progressive recruitment businesses, like ourselves."

When choosing their new system, Ivory Group met with a range of ATS providers, but found it clear from the outset that these providers weren't open to discussing customisation – a deal breaker for Ivory Group.

Ivory Group were aware that they needed not only a system that suited their technical requirements today, but a software partner who would provide ongoing support as the business continued to grow. Something Junji says they found in Recruit Wizard.



"Recruit Wizard stayed very honest throughout the sales process which is important. We discussed what we wanted now, and what we believed we needed for the future and they really listened."



“We actually set Recruit Wizard a task, with a number of requested changes to the ATS. We worked together over the course of nearly six months. The beta test was a success, and we’ve been with Recruit Wizard ever since.”

For Ivory Group, it was about more than just saying the right things. It needed a partner who had the software building capability and deep understanding of Ivory Group’s needs to truly deliver.

Results

“One of the biggest benefits for us is the automation of tasks. We are able to fill roles faster, which means we all have more time to speak to our clients and do those other things that bring in new business.”

Access to analytics was also one of the biggest pain points for Ivory Group. Recruit Wizard worked closely with the team to build a back-end reporting engine that gave them simple, real time access to the data points they needed.

“For the management team, our old reporting process was very time consuming. We were manually trying to piece all the data together and some of it we couldn’t even access. We worked with Recruit Wizard to build the reporting system from the ground up, and we ended up with a system that gave us instant access to all the KPIs we need to run our business effectively.”

Recruit Wizard also provides ongoing training, so Ivory Group can ask questions, get a refresh on the system, learn new features and even provide feedback that helps Recruit Wizard continually improve on their system.

“The training sessions are really valuable to our team and it’s a learning piece for both sides. Recruit Wizard gives us a refresh on the system, and we provide feedback that they can use to continually update and improve the system.

“Other providers seem to base their changes on assumptions of what they think clients need, and as a result implement all these fancy features that nobody uses, and often over complicate the ATS. Recruit Wizard is so simple and has all the features and integrations that you need.

“What it comes down to with Recruit Wizard is this: they’re real people and it’s their business. They’re not answering to corporate shareholders – they’re answering to their clients and it shows. We know if we call them with an issue, we will either get an answer straight away, or they will investigate and call back within the hour because they care, and are ultimately responsible for making sure their clients receive a good outcome.

“With Recruit Wizard what you see is what you get. They’re careful about what they promise. But when they do promise, they deliver. When you need assistance, they’re there. When you request improvements, they’re done. We couldn’t ask for much more from any partner,” concluded Junji.

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.



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