



TechExcel™

Case Study

Recruitsoft

ServiceWise Provides Customers with Integrated Web Access

About Recruitsoft

Recruitsoft (www.recruitsoft.com) delivers the most complete online recruiting solutions for leading companies across many industries. Recruitsoft is considered the best-practice ASP for recruitment management solutions, based on its proprietary ACE Recruiting™ process technology, designed in collaboration with large corporations to engineer and streamline the corporate recruiting process. Recruitsoft is the first Hiring Management System (HMS) to integrate all areas of candidate sourcing. Accessible via one-click, these sourcing services include: job postings on the corporate Web site, the company Intranet, job boards, advertising in all print media, and contract-assisted candidate sourcing. Recruitsoft is a contributing member of the HR-XML consortium. Recruitsoft currently has approximately 250 employees and a support team of 14 people.

Recruitsoft Chooses ServiceWise for its Customer Support Solution

Recruitsoft's core business is providing software solutions through the Web. In choosing a support solution, it was imperative that they select a tool that would allow their customers to use the product through the Web and would also support their customer via the Web.

Since Recruitsoft's customers are located worldwide and generally access the product through the Web, it was also important to offer seamless integration with a support tool that would allow customers to quickly and easily access the support services offered by Recruitsoft.

Francois Caron, Director of Support, was Recruitsoft's first employee to provide customers with technical support. He came to Recruitsoft from Baan, an ERP vendor, where their worldwide support organization used a support tool called Scopus. With Scopus, there was no web integration or interface available so they used the client/server application which made it difficult to synchronize the various locations and sites involved in supporting customers. While Scopus was a major support tool at the time Baan was using it (from 1996-1999), it lacked the power and sophistication of web integration and web interface.

As Caron began building the technical support team at Recruitsoft, he knew they would require a support solution that was able to provide web access for customers and they needed a database capable of integrating with their software. He researched and evaluated some of the leading products on the market, including KEWi.net, SupportLogix, Perfect

Tracker, and ServiceWise. As he searched for a support solution, Caron decided against one of the big players because he “knew that companies like Remedy and Oracle were too expensive and too difficult to implement.” Ultimately, he selected ServiceWise because it provided all of the Web features they required, it was extremely flexible, and it was very easy to configure.

“ServiceWise offered all the things I was looking for so it was quite easy for me to choose,” said Francois Caron. “I was looking for web access for my customers, an open system with access to the data, and the flexibility to customize the system according to our needs.”

Easy and Intuitive Customization

“With ServiceWise, all I had to do was download it and it was basically a full release, everything was there,” said Caron. “I was able to customize things that I thought we needed and then immediately, I was able to create incidents. It was really easy and flexible to use. I would definitely recommend ServiceWise because of the flexibility of the admin module, the ease of customization, and the openness of the database which allows access to the data so we can create reports and integrate with other tools.”

“Even today, I go into the Admin Module to tweak things a bit or to change a label,” Caron continued. “I don’t need to reboot, I don’t need to reinstall, it’s a dynamic process. I’m able to dynamically model our needs.”

ServiceWise In Action

Via the Web, Recruitsoft has enabled a feature within their tool that allows customers to simply click on the support button and be directly linked to ServiceWise where they can submit incidents.

Once an incident is submitted, the email escalation feature is initiated and escalates issues based on time and urgency. Severity and priority have been customized as the drop-down menu items and severity is the criterion that drives the emails. When a new incident is submitted in ServiceWise, it triggers an email to be sent to the support team where the incident is then assigned based on availability.

Recruitsoft uses the workflow feature of ServiceWise to track incidents. As soon as an incident has been assigned, it is given one of twelve customized

statuses that determine how the incident will be handled. As tech support works on the incident, the owner tracks its status by updating ServiceWise with comments which are communicated back to the customer through web conversation. Once a solution has been delivered for a particular incident, tech support includes a description of the solution in the web conversation.

“We really needed a tool to manage all of our incidents and this tool is really able to do the job,” said Caron. “Our customers want to see how we track their needs and they like having access to their list of incidents.”

With ServiceWise Web, approximately 80% of the support incidents are submitted through the Web interface. In addition to Recruitsoft’s customers, their field sales force and consultants use it when they experience technical problems during sales demos and training sessions. Caron explains, “Using ServiceWise, we support both our internal people and our customers.”

General information and solutions are published in the knowledge base, which is used primarily by customers to search for information and by the support team for access to advanced knowledge.

Recruitsoft has been pleased with TechExcel’s ability to respond to suggestions for feature enhancements. “We requested the ability to turn email notification on and off at the contact level”, explained Caron. “This is something we requested and ServiceWise now includes this feature.”

Overall Experience

“Technically speaking, this product is very strong. I’ve been using ServiceWise for a year and a half and it always works,” said Caron. “I’ve used many different software solutions over the years and I’m quite impressed by this tool.”

“I dreamed of a system and I found it in ServiceWise,” Caron continued. “Having everything we were looking for in a system, it was so obvious to me that this was the solution we wanted.”

