

The Buyer's Guide to Recruiting/ATS Software

Curated from End-User Reviews on:

trustradius

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Table of Contents

Introduction.....	3
Why You Should Read This Guide – Vinay Bhagat, Founder & CEO, TrustRadius	3
About This Recruiting Guide – Alan Cooke, Research Analyst, TrustRadius	3
Recruiting/ATS Software Overview	4
What is Recruiting/ATS Software?	4
Recruiting/ATS platforms as a component of Talent Management	5
Talent Management suite vendors / products covered in this guide.....	5
Trends in Recruiting Technology	7
Factors to Consider when Selecting Recruiting Software	9
The Best Recruiting Software for Small and Medium-Sized Businesses.....	11
The Best Recruiting Software for Enterprises	12
Methodology	13
User Ratings & Feedback by Software Product.....	14
Bullhorn ATS	14
CATS Software.....	17
Hyrell Software	20
iApplicants	23
IBM Kenexa	26
iCIMS	28
JobDiva	31
Jobvite	34
Oracle Taleo	37
PCRecruiter	39
SilkRoad Open Hire	42
SmartSearch ATS	44

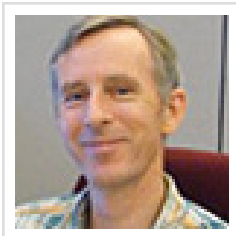
Introduction

Why You Should Read This Guide – Vinay Bhagat, Founder & CEO, TrustRadius



TrustRadius is happy to complete our trio of human resources buyer's guides by publishing the Buyer's Guide to Recruiting/Applicant Tracking software, following our earlier publication of guides to [Core HR](#) and [Talent Management](#) Software. This Recruiting guide provides practical guidance to help you find the best recruiting software solution for your use case. Based on insights from real software users, it offers a survey of the recruiting software market, as well as product profiles for the leading vendors. Our research team analyzed more than 300 reviews and ratings of recruiting/ATS software products by authenticated users on [trustradius.com](#). The result is an independent review of the leading recruiting software products, uninfluenced by vendors or analysts with an agenda.

About This Recruiting Guide – Alan Cooke, Research Manager, TrustRadius



This guide provides a detailed look at the recruiting software market, which is increasingly being seen as one component of the Talent Management portfolio of capabilities. However, there are a number of standalone recruiting products in addition to the suite products and this fact, in conjunction with the rapid development and shifting focus of the market, means that Recruiting software merits a dedicated guide. Some products included in our Core HR guide and Talent Management guides are also featured here, but with a focus on their recruiting capabilities. Technology to help organizations source and hire the very best people is an increasingly strategic goal for all organizations, and recent years have seen considerable development of the toolsets available to meet this goal. The recruiting software marketplace is a particularly fast-moving one.

In the guide you will find:

- » A primer on Recruiting / Applicant Tracking software for those new to the field
- » A discussion of trends and new technology that is shifting the center of gravity of this market
- » Analyses (2 dimensional charts) we call TrustMaps™, comparing the software solutions based on “Likelihood to Recommend” ratings and evaluation frequencies on TrustRadius
- » Product ratings across multiple factors from real user reviews

Recruiting/ATS Software Overview

What is Recruiting/ATS Software?

There are many kinds of recruiting software clustered around the HR task of finding and hiring the best people. Applicant Tracking Systems (ATS) are designed to automate the hiring process by, for example, posting job openings, managing screening questions, generating interview requests, allowing resumes to be searched by keywords, and other administrative tasks. These tools are mainly about managing the hiring process and are focused on the resume as the centrally important hiring artifact. ATS platforms are used by companies as a way of managing direct job applications, and also by recruiting agencies for the same purpose. Some agency-oriented tools also have CRM capabilities build in to manage account relationships.

The focus of this guide is primarily on ATS tools even as they continue to evolve to meet the needs of the modern hiring environment by moving away from resume management and adding exciting new capabilities that would not have been conceivable even ten years ago.

The primary features of most recruiting / ATS platforms include:

- » Job requisition management: This allows job postings to be created quickly and easily
- » Company website postings: Jobs can be posted and displayed on the company website
- » Publish to social media: Software provides ability to publish postings to social media sites
- » Job search site posting: Software provides ability to publish postings to top job search sites
- » Customized application form: Present applicants with a form to capture required information
- » Resume management: Allowing resumes to be uploaded in bulk, and often providing some information parsing capabilities, like, for example, the ability to harvest contact data
- » Duplicate candidate prevention: Preventing candidates already in the system from being added a second time
- » Candidate search: Search capabilities allowing candidates with certain attributes such as location or competencies to be located
- » Applicant tracking: Tracking capabilities allow allows recruiters to assign applicants to various stages so others can see an applicant's status at a glance
- » Collaboration: The ability share notes and evaluations on candidates
- » Create and delegate tasks: Ability to create recruitment process tasks and assign them to others
- » Canned email responses: Creation of standard email templates for communication with candidates

- » User permissions: Permissions allow administrators to decide which information is viewable or editable by others
- » Notifications and alerts: Notifications when a candidate is added or reminders of tasks to be completed keep everyone on task
- » Reporting: Comprehensive standard reports on key recruiting metrics such as time-to-fill

Recruiting/ATS platforms as a component of Talent Management

The TrustRadius [Buyer's Guide to Talent Management Software](#) covered a number of suite products, which contained recruiting as a component. Indeed, recruiting has now come to be understood as a core component of talent management products. Products like IBM Kenexa and Oracle Taleo have a strong recruiting orientation as they began with that functionality and expended out to provide a full set of capabilities covering performance management, onboarding, succession management, and learning.

All of the talent management platforms discussed in the companion Buyers' Guide to Talent Management, offer at least some recruiting capabilities, and this functionality has become an essential feature of the talent management portfolio.

Ultimate Software's UltiPro and Workday are recent entrants into this space having introduced brand new products in 2014, which have both been highly anticipated. This is a mature market and incumbent products have very complete feature sets and large numbers of customers. But starting fresh with a focus on the most strategic functions like employee sourcing and mobile has advantages over adding new features to old platforms.

Although many of the biggest ATS platforms have long been acquired and integrated as components of broad talent suites, there is still a significant number of independent vendors selling this technology as stand-alone products.

Since talent management suites have largely been designed for enterprises, stand-alone vendors are increasingly focusing on the mid-market to find new customers. The mid-market is vast and these vendors should be able to thrive in focusing on that sector of the market alone.

These more focused mid-market vendors are also much faster to add required new features to their platforms. The large suite vendors like SAP, IBM, and Oracle have been, and continue to be, very focused on building effective integrations between their talent suites and back end ERP applications, which tends to consume their development efforts. Pure-play recruiting/ATS vendors are uniquely focused on recruiting, and their product roadmaps tend to be built around new recruiting features.

Talent Management suite vendors / products covered in this guide

Although virtually all talent management products include recruiting as a capability, not all talent management products are covered in this guide. The reason for this omission is that we do not have adequate data on the recruiting capabilities of these products to discuss them here in that context. The exception is

IBM Kenexa and Oracle Taleo, both of which are talent management platforms with a very strong recruiting legacy. Kenexa's BrassRing acquisition in 2005 really put Kenexa on the map as a recruiting solution and, to this day, people think of it as a recruiting product. Virtually all Kenexa reviews on TrustRadius are for the BrassRing ATS capabilities. Oracle's Taleo has a similar lineage and the fact that most reviews specifically discuss the recruiting aspects of the platform means that it can be included here. SilkRoad's OpenHire is a separate product (although included in the LifeSuite platform) and is also featured in the guide.

TrustRadius has begun to collect feature ratings on individual components of suite products, and a future update to this guide will include feature-rating data on the talent management recruiting components, which will allow us to discuss these products from a purely recruiting standpoint. Ultimate Software's UltiPro and Workday will also be featured in an update.

Segment Focus and Product Type

The following table lists the vendors appearing in this guide with an indication of whether they have an SMB or enterprise focus and whether they are standalone or one component of a suite. As might be expected, standalone tools are mostly SMB-focused.

PRODUCT NAME	SEGMENT FOCUS*	STANDALONE	COMPONENT OF TALENT SUITE
Bullhorn ATS	SMB	✓	
CATS	SMB	✓	
Hyrell	SMB	✓	
iApplicants	SMB	✓	
IBM Kenexa	Enterprise		✓
iCIMS	Enterprise	✓	
JobDiva	SMB	✓	
Jobvite	SMB	✓	
Oracle Taleo	Enterprise		✓
PCRecruiter	SMB	✓	
SilkRoad OpenHire	SMB		✓
SmartSearch ATS	SMB	✓	

*Based on number of reviews from users in each segment. SMBs are companies with 1,000 employees or less. Enterprises have more than 1,000 employees.

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Trends in Recruiting Technology

Beyond ATS

The standard ATS as a tool for managing resumes, has been under pressure for some years now as hiring organizations understand that, while tools designed to simplify the hiring process make life easier for the employer, they often present significant barriers to candidates. Job applicants are often forced to complete complex forms, or conform to a tiresomely bureaucratic process that is apt to deter the most talented employees who tend to resent such a heavy-handed approach. There is an increasing view that the “post-and-pray” approach to recruiting is ultimately self-defeating and that applicants should be treated much the same way as customers. The emphasis shifts towards finding passive candidates and gradually nurturing them over time. Candidates should be reeled in through engagement strategies that are commonplace in customer relationship marketing. Presenting an attractive brand that encourages engagement and attracts the best talent a slightly different approach to hiring. A recruiting platform like SmashFly has been designed specifically as a kind of recruiting CRM platform that integrates directly to ATS systems to help put this strategy into practice.

Another potential problem with ATS platforms is that they frequently use resume-parsing technology in order to sort through large volumes of resumes by looking for key words to winnow the applicants down to a manageable number. While this approach makes some sense given the very large volumes of resumes typically received in response to an ad, candidates have now been trained to game the system: They use keywords taken from the original job ad and play them back in resumes laden with key phrases likely to be picked up by these systems.

More sophisticated job/candidate matching capabilities are required.

Better candidate sourcing through social media data

In recent years there has been more emphasis on using more sophisticated technologies than revenue parsing to find candidates that are a good match for open positions. Mining the vast quantity of publicly available social data in order to source potential candidates is one such strategy.

Obviously, LinkedIn has emerged as an inescapable presence in the recruiting arena and, in conjunction with the vast quantity of social media data freely available to anyone with a web browser, can be mined for use as a gigantic sourcing repository to find passive candidates who may not be looking but have the skills and aptitudes you might need. From the candidate point-of-view, peer-to-peer social sites like Glassdoor, Yelp and others have also had a significant impact by providing job seekers with invaluable data on the day-to-day experience of working for a particular company.

The most recent innovations in sourcing go beyond unstructured browsing to a more data-driven approach to uncovering the best candidates. One social approach is sometimes referred to as “People Aggregator Sourcing”. There is an entire cluster of software vendors focused on using social data to improve candidate sourcing and matching. These tools usually extend well beyond the white-collar confines of LinkedIn to source candidates in a very broad range of fields where potential candidates have a social presence, even if it’s just a Facebook page. Companies like TalentBin, Entelo, Identified, Dice OpenWeb and 3Sourcing all aggregate unstructured profiles of individuals across a large number of social websites including, in addition to Facebook, LinkedIn and Twitter, some more niche sites like StackOverflow, About.me, GitHub, Quora, etc.

The profile data collected is structured into an easily searchable database of composite social profiles on individuals and is then made available to corporate recruiters.

Additionally, most firms now understand that the ability to measure everything related to the recruiting process can provide significant competitive advantage. Once companies understand things like the best combinations of experience and education that typically lead to the most successful hires, or which sourcing channels are most likely to provide stellar candidates, the hiring success rate can improve dramatically. The ability to mine recruiting data for insight is a crucial factor in making good hiring decisions. There are now several recruitment data vendors like Broadbean and BurningGlass providing big data mining recruiting solutions.

“Big Data” sourcing is not the only trend transforming the recruiting technology sector, however.

Other significant trends affecting the recruiting software category

- » **Mobile:** Mobile-enabled software applications have been exploding for a number of years as smartphone use skyrockets and vendors scramble to build mobile-friendly versions of their products for an increasingly global and mobile workforce. Large numbers of job applicants already use mobile devices to search and even apply for jobs, although mobile applications are still not mainstream. HR vendors, including the large enterprise vendors, have been unaccountably slow in developing mobile versions of their recruiting platforms, particularly the ability for candidates to apply for a job on a mobile device. This is starting to change with the emergence of mobile technology platforms like iMomentous, which is designed to solve this problem.
- » **Assessments:** Employers want to gather as much data as possible before interviewing, as one-to-one interviews are very time consuming and can be highly inefficient if too many unsuitable candidates make it to the interview stage. Behavioral assessments and job skill testing can help employers do a better job of matching applicants to the skills and competencies they will need for the job.
- » **Video Interviewing:** With the proliferation of built-in webcams in phones and laptops, video interviewing is a fast-growing trend. Although it is quite possible to do this independently of any recruiting software, increasingly video-interviewing technology is being integrated with ATS software so that job interviews can be stored and linked to candidate profiles.
- » **Job Boards/Advertising:** Job boards have been a feature of the recruiting landscape for many years and are still critically important. Most ATS platforms can syndicate job listings to a broad range of job boards, but not all are free. There are general-purpose job boards that advertise a vast number of jobs in multiple sectors and geographies like Monster, SimplyHired, and CareerBuilder. But the real focus today is shifting away from general purpose boards towards ones with a narrower scope like niche or regional job boards that may specialize in certain vertical industries or geographies, as well as career portals on company websites and social channels. Most ATS platforms syndicate job ads to the major job boards to ensure the widest possible audience. Some platforms suggest the job boards likely to generate the best response. The biggest development though in job boards has been the emergence of job board aggregators like Indeed, which, from the candidate viewpoint, is an extremely useful way of being able to access jobs posted on all other boards and corporate websites with a single very easy to use search interface. GlassDoor and Simply Hired have also entered the job board aggregator market. Aggregation on the massive scale that Indeed has accomplished means that any single company's jobs will quickly be lost among the flood of job ads unless recruiters abandon the old tired job descriptions of the past, and create differentiated, engaging ads that include visuals and an emphasis on what it's like to actually work at a company. After all, any candidates clicking on the Apply button will be routed back to your ATS without ever having seen the recruiting page of your website. Writing job ads now requires creativity and marketing skills in order to make them stand out in the crowd.

- » **Integration with Background Checking:** Background checking is an entirely separate category and firms supplying background-checking software are specialists in checking candidates against criminal record databases. These products usually integrate with several ATS platforms, and integration with one of these services is an important pre-requisite for selecting a solution.

Although the recruiting technology market is constantly changing, it does appear that the current focus has shifted from resume management and applicant tracking capabilities, towards sourcing, analytics, assessment and interview technologies. But this does not mean that the ATS platform is redundant. In fact, many of these new trends are simply being absorbed by ATS platforms as new features.

There have been a number of strategic acquisitions in this area. For example, in the area of People Aggregator sourcing, Workday acquired Identified in 2014 and Monster bought TalentBin the same year. LinkedIn also made a highly strategic acquisition in this area last year by snapping up Bright.com for \$120m. Bright is not exactly a People Aggregator, but is a matching tool that goes beyond keywords by using data mining and machine learning techniques to provide better candidate matches. Jobvite has already incorporated native video interviewing capabilities directly into their ATS product and companies like HireVue integrate their video interview product with third-party ATS platforms. Workday's new recruiting platform integrates the HireVue video recruiting functionality and background checking from HireRight.

Factors to Consider when Selecting Recruiting Software

Clearly, there are many buying criteria to consider before investing in a recruiting platform, many of which are common to selecting software in other domains. For example, usability, mobility, and sophisticated reporting are all crucially important. However, there has been rapid evolution in this area over the last few years that have altered the center of gravity of these systems away from resume management or traditional ATS functionality. In this context, there are three important factors to consider which might not be quite so obvious.

Is it standalone or a component of talent management suite?

Recruitment is now a standard component of all talent management suites and the advantages of integration are quite clear. Newly hired candidates can be automatically directed to an onboarding portal to complete paperwork and subsequently to a Learning Management System for required training before starting work. But the really big advantage of a suite solution for large enterprises comes from the predictive power of talent data from all the different functions with which candidates and employees interact. For example, from a recruiting standpoint, a standalone system usually provides very good metrics around crucially important things like time-to-fill and cost-per-hire. But standalone systems are less adept at providing information about the quality of hires made. For that, it is essential to combine this data with data from the performance management system and even the succession management system to determine which candidate profiles produce the best employees over the long term. However, talent suites are expensive and can be inconsistent across modules. For smaller companies, a good ATS may be an excellent investment to dramatically simplify the mechanics of the hiring process and find better talent at a moderate cost.

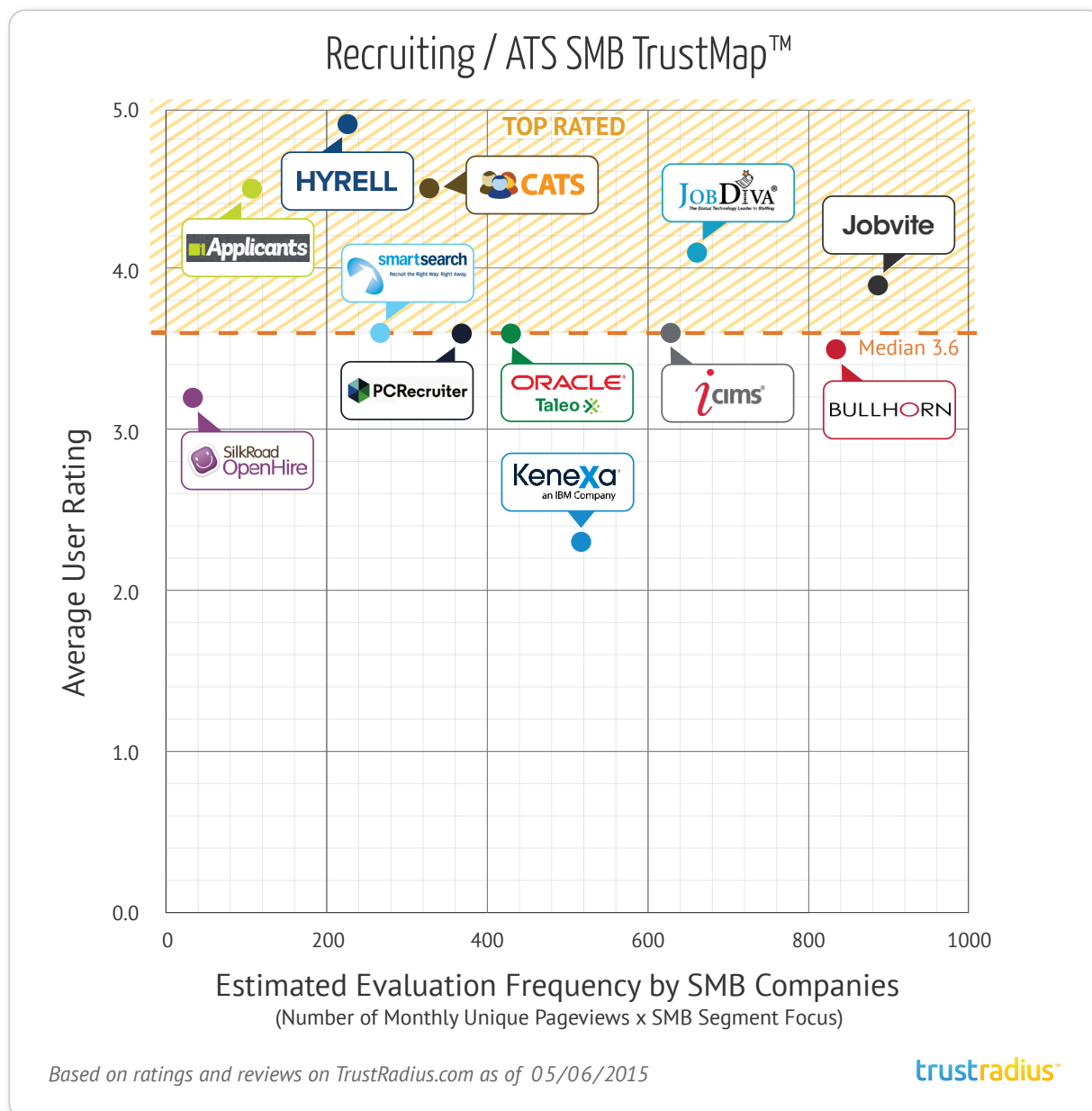
Does it leverage social data for better matching?

As we have seen, matching strategies have become more important than ever, and development of passive candidates by building profiles based on social data is a promising avenue towards closing the skill-matching gap. For example, if you are looking for a developer with a difficult-to-find skill set, you should in theory be able to search the social web to find developers in a specific geographical area who have exhibited strong competence by writing top-rated answers on StackOverflow, contributing to GitHub, etc., along with contact information.

What are the capabilities beyond standard resume management?

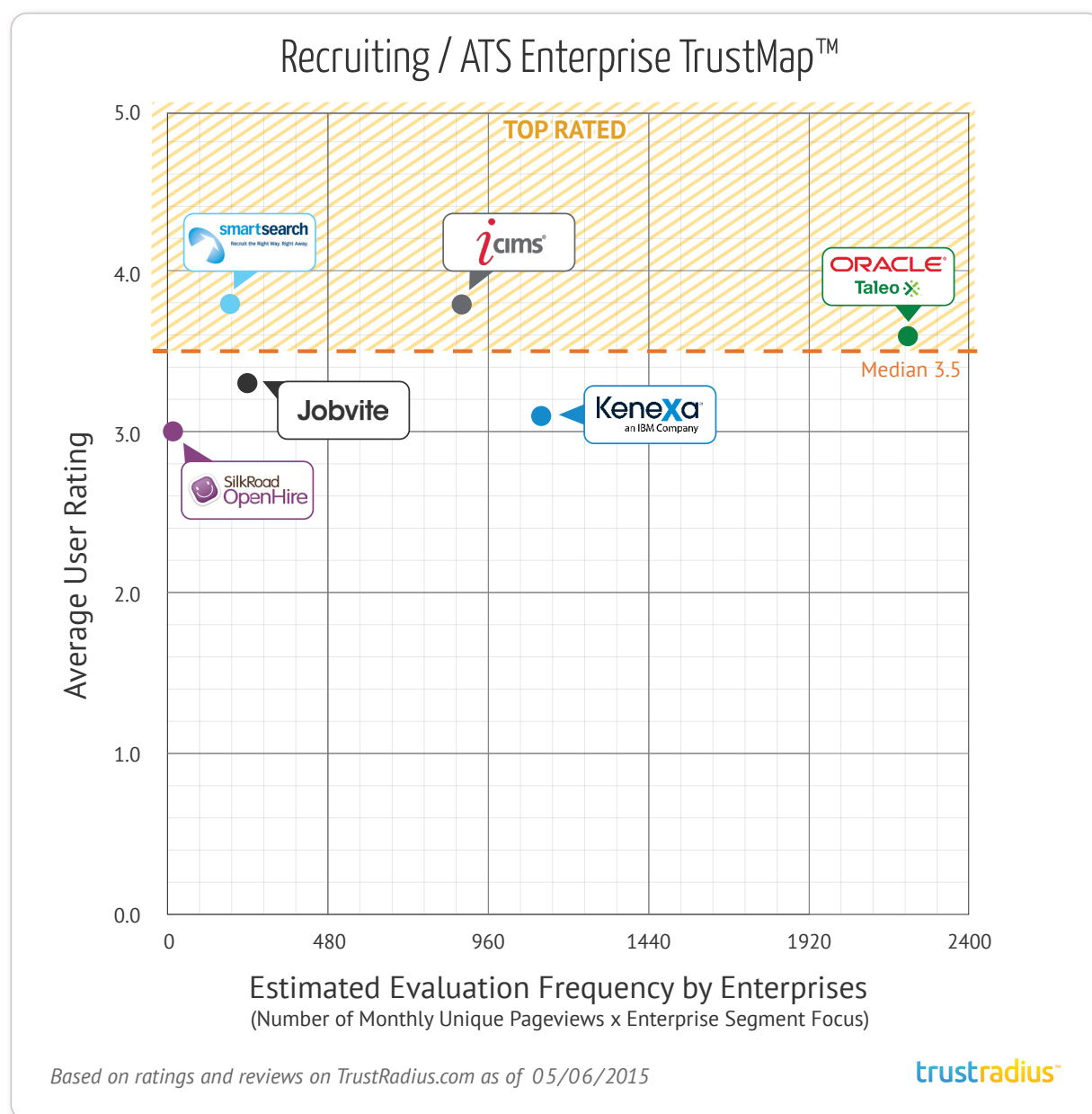
The core capabilities of a good ATS platform are well understood: bulk resume upload, duplicate elimination, task management and candidate communication capabilities, to name a few. But beyond these standard features, a broad range of new capabilities like video interviewing, candidate relationship management, assessments, and background checking are now being incorporated into ATS platforms and are perhaps more strategic than the more commoditized features of a standard ATS.

The Best Recruiting Software for Small and Medium-Sized Businesses (1,000 employees or less)



Hyrell, iApplicants, and CATS are the highest-rated talent management products, with JobDiva and Jobvite close behind. SmartSearch ATS, PCRecruiter, Oracle Taleo, and iCIMS are all at the median with a score of 3.6. The three highest-rated products are unequivocally mid-market solutions, as might be expected.

The Best Recruiting Software for Enterprises (>1,000 employees)



SmartSearch, iCIMS and Oracle Taleo are the highest-rated products. The strong showing of SmartSearch is perhaps surprising here, as it is a relatively unknown product that easily outscores more widely known products like IBM Kenexa and even Oracle Taleo. The company has been around for over 20 years, but has a low industry profile. As evidenced by its reviews on TrustRadius though, SmartSearch has a very loyal user base mainly due to an unusually high level of customer service and a well-designed, easy-to-use product.

Methodology

The TrustMap™ compares Recruiting/ATS software products, based on end-user satisfaction ratings and evaluation frequency.

In order to be included in a TrustMap™ and in this guide, there must be at least 10 reviews and ratings of a product on TrustRadius.com. All ratings and reviews come from authenticated end-users of the software and the vast majority of reviews were sourced independently of vendors.

For this guide, we have segmented data by the size of the company using the product, based on number of employees. Our market segments are:

- » Small to Mid-Size Companies: 1-1,000 employees
- » Enterprises: More than 1,000 employees

We have created each TrustMap on two dimensions:

1. **Average User Rating:** The average “Likelihood to Recommend” rating - a representation of overall satisfaction - by users who have written reviews on TrustRadius.
2. **Evaluation Frequency:** This metric indicates how often a product is evaluated on TrustRadius. It is measured by monthly unique page views of pages associated with a given product, including product descriptions, reviews and comparisons. Products with large installed bases or those experiencing significant growth momentum are evaluated more frequently. The number is then multiplied by the percentage of customers within that market segment. This percentage is calculated based on the mix of user reviews and ratings on TrustRadius.

The red dotted line depicts the median user rating. All products above the red line are classified as “Top Rated”. Products further to the right on the graphic are those products that are most frequently searched for on TrustRadius. High search volumes may indicate either positive or negative sentiment – people evaluating a product either to select or replace.

Satisfaction ratings are one factor to consider in your search for a Recruiting solution. It’s also important to consider your feature requirements and the particular strengths and weaknesses of each product. The rest of this report provides an evaluation of each software product, including pros and cons, market segment focus, and other insights gleaned from end-user reviews on TrustRadius.

User Ratings & Feedback by Software Product

Bullhorn ATS
Recruiting/ATS Software

BULLHORN

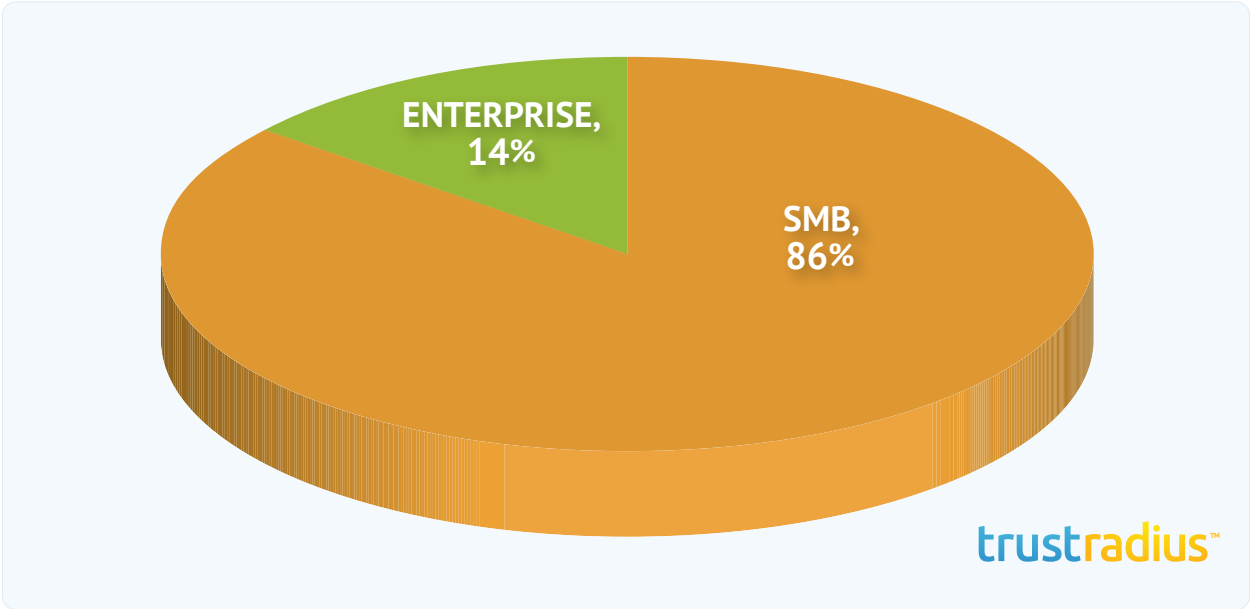
Software Profile & Review Summary

Bullhorn began life in in 1999 as an online marketplace connecting creative workers like designers and copywriters to employees searching for contract workers. This initial approach failed and it was not until 2008 that the company found its niche as a provider of recruiting software. The company raised \$26 million in that year and grew revenue to \$40m by 2012. In 2013, Bullhorn was acquired by private equity firm Vista Equity Partners for over \$100m. Shortly after that, the firm made two acquisitions: MaxHire Solutions and Sendouts, both of which provide some new technology like integrated prospect data from Data.com and Hoover's, and integration with vendor management systems (VMS). The company also acquired The Code Works in 2014, which provides technology that will make it easier to pull external data into the Bullhorn database.

Company Status	Public
2014 Revenue	\$100m*
Revenue Growth 2013-2014	50%*
Customers	10,000 (across all products)*
Employees	~400

*<http://www.businesswire.com/news/home/20150116005038/en/Bullhorn-Ends-2014-Impressive-Revenue-Client-Employee#.VSRh9DvF9yc>

Bullhorn ATS Customer Distribution



Source: (9) User reviews of Bullhorn Applicant Tracking on TrustRadius

Aggregate User Ratings of Bullhorn ATS on TrustRadius

RATING ATTRIBUTE	BULLHORN ATS RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	7.0	9	7.5
Likelihood to renew	7.2	5	7.6
Product usability	N/A	N/A	7.8
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	N/A	N/A	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation satisfaction	N/A	N/A	8.1

Source: (9) User reviews of Bullhorn Applicant Tracking on TrustRadius

Summary of Bullhorn ATS Reviews

BULLHORN ATS PROS	BULLHORN ATS CONS
Data capture Candidate profiles are very complete. The system captures a comprehensive set of all data that might be relevant.	System performance Many users mention that they system has frequent slowdowns and sometimes freezes completely. Unscheduled downtime is a recurring theme.
Candidate communication Very easy to send mass emails to candidates. Built-in emailing capability is very useful and easy to use. Integration to MS Office is also useful.	Candidate searching Searching the candidate database is not as easy as it should be. Results are not organized in an easy to understand way.
Integration with MS Office All email communications are tracked in the system obviating the need to cross-reference systems.	
Resume parsing The parsing engine updates the candidate record with relevant data.	
Integration with job boards Sister product, Bullhorn Reach, provides good integration to many job boards.	

Source: (9) [User reviews of Bullhorn Applicant Tracking ATS](#) on TrustRadius

Bullhorn ATS Response to Reviewer Feedback

N/A



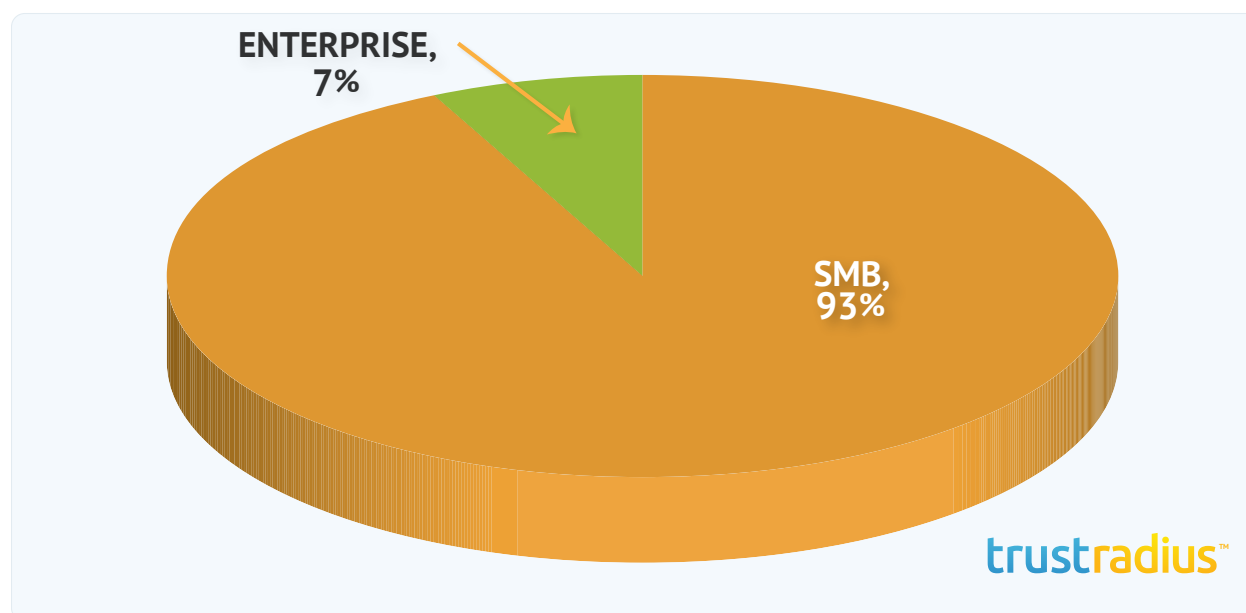
Software Profile & Review Summary

CATS is a web-based Applicant Tracking System that grew out of talent agency Cognizo Technologies in 2005. The CATS product was initially open-source and shifted to a hosted model in 2007. CATS' Software-as-a-Service (SaaS) recruiting and hiring software is used by small and mid-size businesses and has over 1,700 customers in over 60 countries. One of its key features is their large list of third party integrations including leading email services, email marketing tools, assessment software, background screening software, and call solution applications.



Company Status	Private
2014 Revenue	N/A
Revenue Growth 2013-2014	N/A
Customers	1,700+
Employees	~20

CATS Software Customer Distribution



Source: (11) User reviews of CATS on TrustRadius

Aggregate User Ratings of CATS Software on TrustRadius

RATING ATTRIBUTE	CATS SOFTWARE RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	9.0	11	7.5
Likelihood to renew	9.4	10	7.6
Product usability	N/A	N/A	7.8
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	N/A	N/A	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation Satisfaction	N/A	N/A	8.1

Source: (11) [User reviews of CATS](#) on TrustRadius

Summary of CATS Software Reviews

CATS SOFTWARE PROS	CATS SOFTWARE CONS
Life-cycle recruiting Easy and efficient way to manage different stages of the process, from job-posting to receiving resumes and onboarding.	Email Email functionality has room for development and/or improvement.
Intuitive Easy to understand and to use; does not require extensive training.	Reporting Reports generated within CATS, although customizable, may require additional information and/or analysis.
Pricing Robust features for an affordable price; no hidden costs.	Duplicate prevention Duplicate candidate prevention has room for improvement.
Internal communication Notes and mobile access make candidate information accessible and increase the opportunity for collaboration.	Syndication Partnerships with other websites could be expanded to cast a wider net during candidate search.
Candidate communication Detailed tracking tools improve the speed and quality of response to applicants.	
Flexible Scalable; easy to create customized, automated workflows.	
Updates Frequent updates and improvements based on customer feedback. Newly released updates may require troubleshooting.	

Source: (11) [User reviews of CATS](#) on TrustRadius

CATS Software Response to Reviewer Feedback

CATS' email functionality has improved dramatically within the last year. Clients now have the ability to mass email and analyze detailed statistics such as opens, click, and unsubscribes from each email campaign. Also, we have added a feature that allows clients to sync email providers like Gmail and Outlook (and more) to our application.

We have also made fundamental improvements to our duplicate prevention process. The criteria we use to determine whether or not a candidate is a duplicate record includes the candidate's email, first name, last name, street address, city, state, phone number, etc. The improved toolbar makes it easy to clean up any potential duplicates. If a duplicate does manage to slip through, there is a "Merge Duplicate Records" tool which allows the client to selectively merge records.

We are currently partnered with all major job boards such as Indeed, SimplyHired, Glassdoor, Monster, and CareerBuilder. We are always looking to expand our job board base to ensure all potential candidates are being reached.

Thank you everyone for the great feedback. CATS greatly appreciates its customers and their support.

Hyrell Software

Recruiting/ATS Software

Software Profile & Review Summary

Hyrell was founded in 2007 by John Guzak, an Air Force Officer working in the HR department at a fortune 100 Company. He, along with partners Brian and Patrick Clark, had a vision to create a simple but thorough way for small and medium businesses to automate their hiring process and get away from the manual, paper driven approach that many companies still used. They believed that smaller companies could gain a competitive advantage by leveraging enterprise grade hiring tools customized for their specific needs. Hyrell offers a standard subscription and franchise-specific hiring platform.

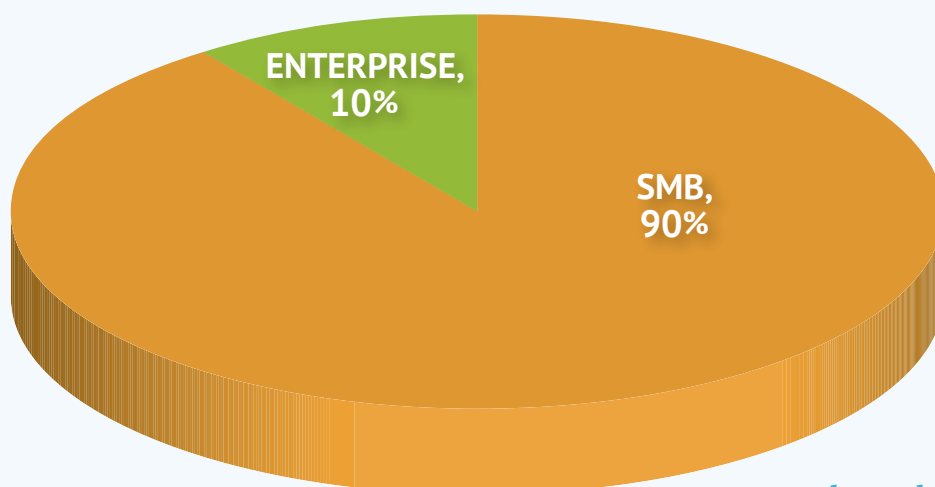
The company is privately funded and focuses on providing an efficient, effective hiring platform with top-level customer service.

HYRELL



Company Status	Private
2014 Revenue	N/A
Revenue Growth 2013-2014	N/A
Customers	1,000+
Employees	~16

Hyrell Software Customer Distribution



Source: (10) User reviews of Hyrell on TrustRadius

Aggregate User Ratings of Hyrell on TrustRadius

RATING ATTRIBUTE	HYRELL SOFTWARE RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	9.8	10	7.5
Likelihood to renew	9.7	6	7.6
Product usability	9.7	3	7.8
Product availability	9.7	3	8.1
Product performance	N/A	N/A	9.0
Support	9.7	3	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation Satisfaction	10.0	3	8.1

Source: (10) [User reviews of Hyrell](#) on TrustRadius

Summary of Hyrell Software Reviews

HYRELL SOFTWARE PROS	HYRELL SOFTWARE CONS
Reporting Reporting tools can easily gather information about the candidate pool and/or the candidate review process.	Candidate view options Custom viewing options have room for improvement.
User-friendly Hyrell's clean interface is easy to learn and to navigate for both the company and the candidate.	Browser compatibility Hyrell may work better/faster with some browsers than others.
Candidate quality Customizable pre-screening options help to improve the quality of applicants brought in through Hyrell.	
Candidate communication Tracking and email tools allow the company to send out candidate status updates. They also help to ensure equality and transparency during the review process.	
Integration Hyrell integrates well with company websites and advertising platforms, making job posting easy and efficient.	
Virtual interviews Virtual interviews and scoring are a convenient, documentable way to review candidates.	
Customer support Support teams are responsive, knowledgeable and helpful; however, contracts may not include unlimited free technical support. Some reviewers said that they experienced a bumpy sales/payment process, but that the Hyrell team worked to resolve the issue.	

Source: (10) [User reviews of Hyrell](#) on TrustRadius

Hyrell Software Response to Reviewer Feedback

Candidate View Options

In Q1 2015 we released an expanded feature set for Custom Applicant Views. This feature gives you the ability to see applicant information in an easy-to-digest format, without the need to click into each applicant file. This provides a lot of customizable ways for Hiring Managers to look at all of their data and is a huge improvement over the previous process.

Customer Support

All contracts DO include free personal technical support via our support site or via phone during business hours. We also offer a robust knowledgebase that is constantly updated with step-by-step tutorials. Our contracts also include a personalized onboarding schedule and initial team training. We do however limit the number of free onboarding training sessions per contract.

iApplicants

Recruiting/ATS Software

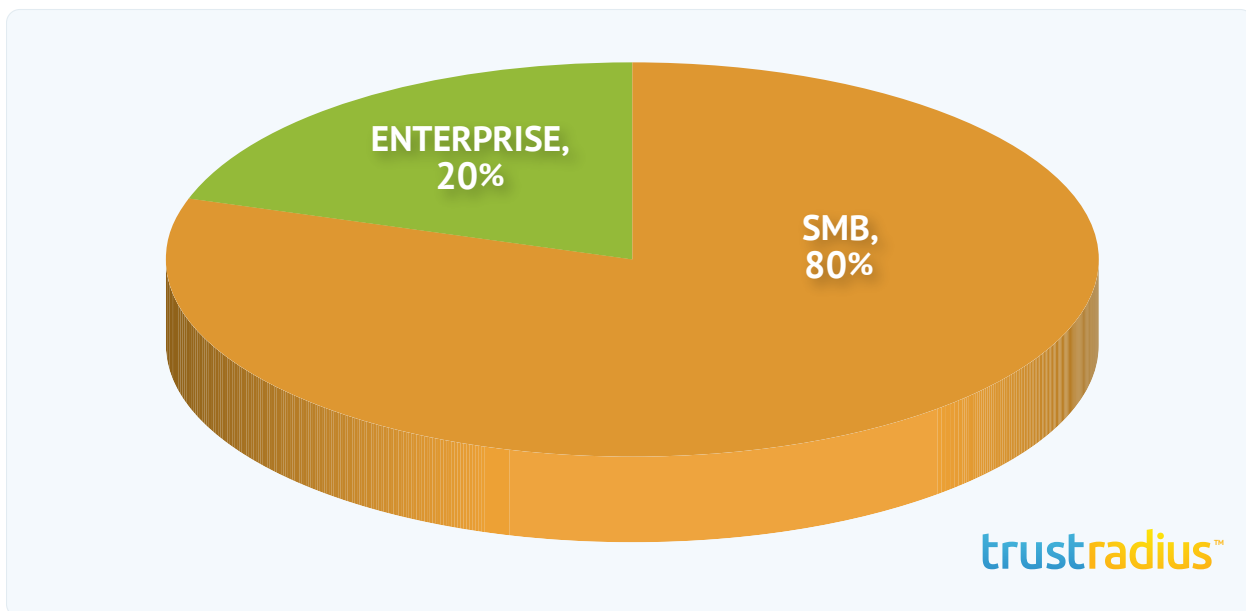
Software Profile & Review Summary

iApplicants is one of two ATS platforms from JobMatch, a small company in Utah founded in 2005 by Ryan Kohler. The products is an ATS designed specifically for small and medium businesses and has over 1,000 customers.

Company Status	Private
2014 Revenue	N/A
Revenue Growth 2013-2014	N/A
Customers	1,000+
Employees	~10



iApplicants Customer Distribution



Source: (10) User reviews of iApplicants on TrustRadius

Aggregate User Ratings of iApplicants on TrustRadius

RATING ATTRIBUTE	IAPPLICANTS RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	9.0	10	7.5
Likelihood to renew	9.0	10	7.6
Product usability	9.3	4	7.8
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	9.0	3	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation satisfaction	9.7	3	8.1

Source: (10) [User reviews of iApplicants](#) on TrustRadius

Summary of iApplicants Reviews

IAPPLICANTS PROS	IAPPLICANTS CONS
Access control Hiring managers can be given temporary access to the system to allow them to manage their own candidates. Access can be limited to just what the manager needs to see.	Application attachments Applicants are unable to attach writing samples, portfolios, etc. with their application.
Partnerships Strong partnerships with 3 rd -party vendors for related capabilities like assessment tests and background checking.	User experience The user interface is somewhat dated and not very user-friendly.
Customization The application is highly customizable allowing for a branded job portal featuring company logo, etc.	Search Candidate search could be Improved by making it easier to find candidates along different criteria.
Screening questions Integrated screening questions make it much easier to sort through high volumes of applicants to select the leading applicants.	
Job posting Job posting is very simple and efficient, saving lots of time. Syndication to external job boards is also highly efficient.	
Candidate communication Bulk email to candidates is very useful and easy to use. Pre-built templates are also a time-saver.	
Support Very responsive and helpful support team.	

Source: (10) [User reviews of iApplicants](#) on TrustRadius

iApplicants Response to Reviewer Feedback

N/A

Software Profile & Review Summary

Kenexa was founded in 1987 with a focus on recruitment, which remains a key part of the Kenexa offering. The company went public in 2005, raising \$86m, and over the next 10 years, acquired a number of companies to expand its core offering. In 2005, it acquired Webhire for \$34m and the, following year, acquired BrassRing for \$115m gaining candidate hiring, skills management, and outsourcing solutions. In 2010, Kenexa released its new SaaS technology platform called Kenexa 2X, and shortly thereafter acquired Salary.com for \$80m, adding compensation management to its portfolio. The company partnered with HireVue in 2011 to include their interviewing platform as a component of the Kenexa platform, and then added LMS with the acquisition of OutStart in 2012 for \$34m. The company was itself acquired by IBM in 2012 for \$1.3billion.

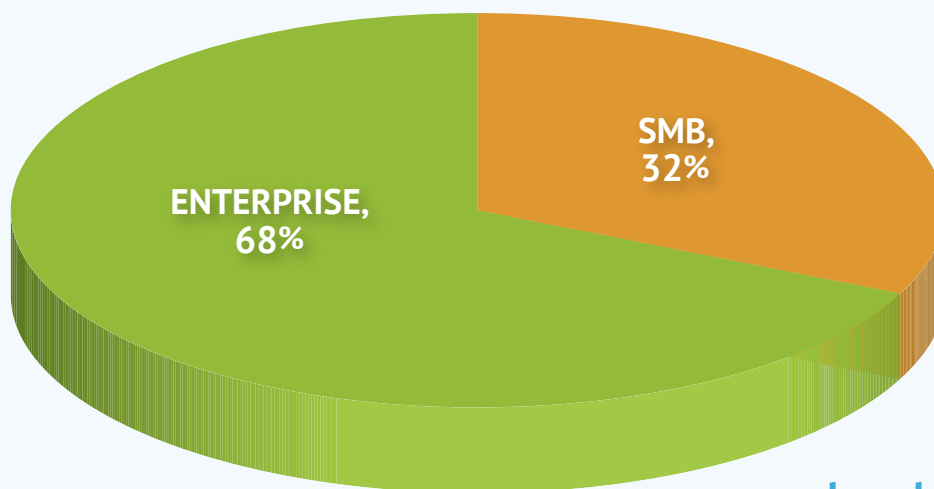
The current Kenexa incarnation is as the IBM Kenexa Talent Suite, comprising Kenexa Talent Acquisition Suite (recruitment, onboarding) and Kenexa Talent Optimization Suite (performance management, succession management, and compensation planning).

Company Status	Public
2014 Revenue	~\$291m (at time of acquisition by IBM)*
Revenue Growth 2013-2014	N/A
Customers	8,900 (at time of acquisition by IBM)*
Employees	2,800 at time of acquisition**

*<http://www.forbes.com/sites/forrester/2012/08/28/why-ibm-bought-kenexa-to-reach-a-new-business-technology-buyer/>

**<http://www.zdnet.com/article/ibm-buys-kenexa-for-1-3-billion-eyes-social-hr-software-services/>

IBM Kenexa Customer Distribution



trustradius™

Source: (18) User reviews of Kenexa on TrustRadius

Aggregate User Ratings of IBM Kenexa on TrustRadius

RATING ATTRIBUTE	IBM KENEXA RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	5.8	18	7.5
Likelihood to renew	5.9	12	7.6
Product usability	6.0	3	7.8
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	N/A	N/A	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation satisfaction	3.5	2	8.1

Source: (18) [User reviews of Kenexa](#) on TrustRadius

Summary of IBM Kenexa Reviews

IBM KENEXA PROS	IBM KENEXA CONS
Solid base functionality Kenexa BrassRing is a good applicant tracking tool for posting positions managing template profiles, background checks, etc.	System outages Several users complain that system outages are troublesome or that the system runs slow.
Customer support Support is generally helpful and timely.	Integration The system does not integrate well with external HCM tools like Workday.
Candidate search System uses Boolean logic search, which is very effective for finding applicants with specific characteristics in a vast applicant pool.	Workflow design Several users complained that after finding a candidate through search, it is not possible to email the candidate from there. Also workflow potentially confusing if not using all the steps first interview, second interview etc.).
Onboarding integration Integration between the recruiting and onboarding modules is strong.	Offer letter creation Offer letter creation is cumbersome and letters are difficult to format correctly.

Source: (18) [User reviews of Kenexa](#) on TrustRadius

IBM Kenexa Response to Reviewer Feedback

N/A

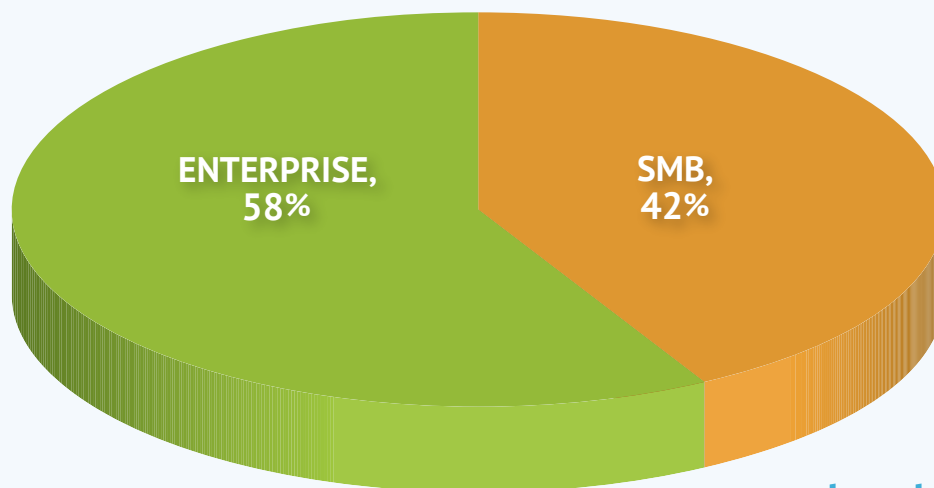
Software Profile & Review Summary

iCIMS, a talent acquisition software provider, grew out of an IT staffing firm called Comrise technology. The firm had created an internal recruiting software platform and Colin Day, a recruiter at the firm, saw an opportunity to spin the technology off into a separate company in 1999. iCIMS has been a Software-as-a-Service (SaaS) company from the start and offers a single platform that helps companies find, screen, and hire talent. iCIMS Recruit is the ATS product featured in this guide, along with iCIMS Connect and iCIMS Onboard - a "recruitment marketing automation" tool and an onboarding platform respectively. The iCIMS customer base includes some very large customers, with 10% of their customers having more than 15,000 employees.

Company Status	Private
2014 Revenue	~\$63m
Revenue Growth 2013-2014	35%
Customers	2,700+
Employees	~400



iCIMS Customer Distribution



trustradius™

Source: (29) [User reviews of iCIMS](#) on TrustRadius

Aggregate User Ratings of iCIMS on TrustRadius

RATING ATTRIBUTE	ICIMS RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	7.5	29	7.5
Likelihood to renew	7.4	25	7.6
Product usability	7.3	4	7.8
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	N/A	N/A	7.4
In-person training	N/A	N/A	N/A
Online training	6.5	2	8.1
Implementation satisfaction	N/A	N/A	8.1

Source: (29) [User reviews of iCIMS](#) on TrustRadius

Summary of iCIMS Reviews

ICIMS PROS	ICIMS CONS
Customer Support Support team is responsive and knowledgeable.	Workflow design Overly complex; common tasks, like searching, have many steps to click through, which can result in long loading times.
Configurable Very flexible; although in some cases support from the iCIMS team may be needed, software can be customized to fit a company's particular hiring process.	Duplicate candidate prevention Checks are ineffective; a single candidate may be counted by the system twice, resulting in inaccurate candidate pool data.
Updates Frequent product enhancements for bug fixes and in response to customer requests.	Cost Extra charges, for features like recruiter accounts, can make iCIMS expensive to implement. Reviewers recommended exploring and negotiating add-on options up front.
Job Board Posting Easy to post job openings to other websites through iCIMS.	Notifications Notifications and alerts are generally a pain point. Some reviewers complained that iCIMS does not have a calendar function that can tie into Outlook and utilize companies' existing notification systems. <i>Note: iCIMS indicates that their latest release includes calendar and scheduling functionality.</i>
User interface While some reviewers liked the clean, user-friendly layout, others found the interface outdated and visually unappealing. <i>Note: iCIMS indicates that the user interface has been completely overhauled in the latest release.</i>	
Candidate correspondence Templates for corresponding with candidates are very helpful. Many reviewers said that iCIMS helped them organize correspondence and increase applicant recognition.	
Bulk Actions Ability to take bulk actions for groups of candidates increases the speed and efficiency of the hiring process.	

ICIMS PROS (CONTINUED)	ICIMS CONS (CONTINUED)
Tracking Allows a company to keep applicants' resumes organized throughout the entire recruiting process. This is helpful for managing an individual candidate's progress, and also allows a company to manage the candidate pool.	

Source: (29) [User reviews of iCIMS](#) on TrustRadius

iCIMS Response to Reviewer Feedback

iCIMS, a leading provider of innovative Software-as-a-Service (SaaS) talent acquisition solutions, is happy to see customers recognize the benefit of our easy-to-use, scalable solutions backed by our award-winning customer experience. Technology has permanently changed the way people find jobs and how employers hire talent. iCIMS is focused on helping businesses find, screen, and hire the right talent in today's new normal of job seeking by providing a full suite of best-to-market talent acquisition tools.

Due to the pure SaaS environment of iCIMS, customers benefit from a highly configurable platform and frequent product updates at routine intervals. Additionally, with all customers on a single instance of software, iCIMS is able to spend less time on complex customizations and focus on building innovative features like bulk email and print actions, automated job board posting, and branded email templates referenced in our reviews on TrustRadius. We incorporate customer feedback into our best-to-market approach to continually improve our software platform and are pleased to see that two of the suggestions from users in TrustRadius reviews – a clean user interface and a calendaring / scheduling feature – have already been addressed in our latest product release. As talent acquisition practices evolve to keep pace with changing job seeker behavior and technology advancements, iCIMS will remain focused on enabling organizations to manage their entire talent acquisition lifecycle within a single cloud-based application that leverages the latest social, mobile and video tools.

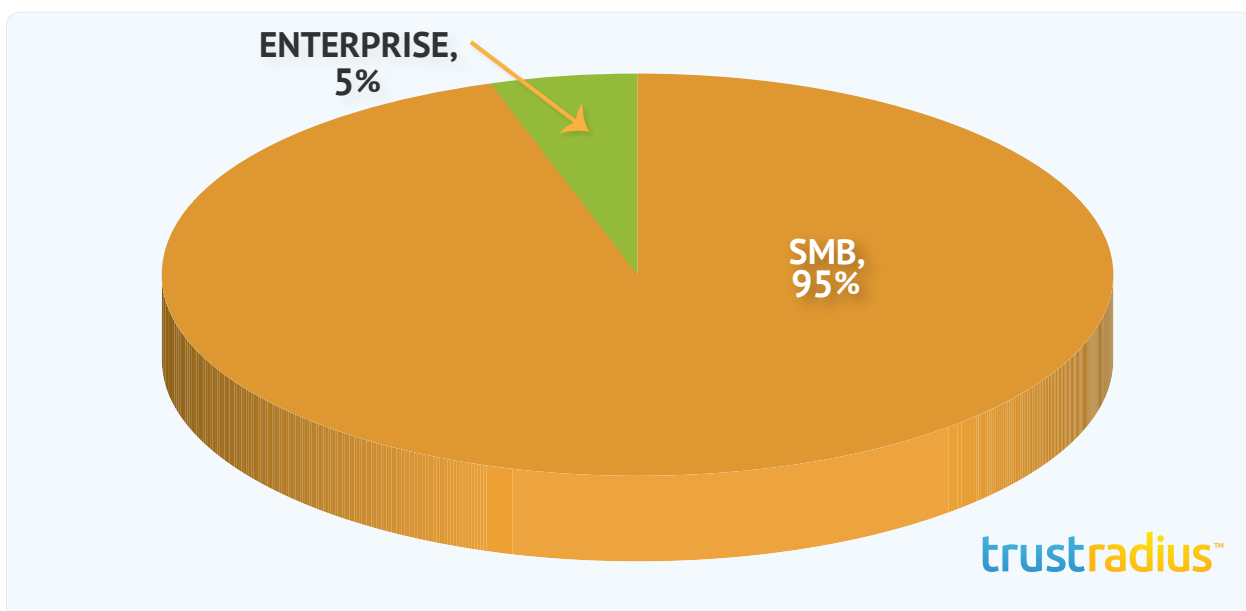
Software Profile & Review Summary

JobDiva is a global recruitment platform that automates the front and back office of a staffing company or a search firm. JobDivaHR provides the analogous functionality of JobDiva catering to the HR department. JobDiva provides resume semantic search and also provides communication via integration with Microsoft® Outlook and Google® Gmail, timesheet tracking, timekeeping and billing, scheduling, audit trails, BI and reporting. JobDiva automates the recruitment process including 24/7 unmanned resume aggregation and job posting to job boards, job aggregators, and social media, as well as synchronizing with job portals including VMS's. JobDiva also integrates with payroll and financial systems, has mobile apps, and is compatible with all browsers offering multilingual capabilities. The company was founded in 2001, with a launch in 2003, and focuses on all segments of staffing and Human Capital Management.



Company Status	Private
2014 Revenue	N/A
Revenue Growth 2013-2014	N/A
Customers	N/A
Employees	200

JobDiva Customer Distribution



Source: (19) User reviews of JobDiva on TrustRadius

Aggregate User Ratings of JobDiva on TrustRadius

RATING ATTRIBUTE	JOBDIVA RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	8.2	19	7.5
Likelihood to renew	7.8	13	7.6
Product usability	8.3	3	7.8
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	N/A	N/A	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation satisfaction	N/A	N/A	8.1

Source: (19) [User reviews of JobDiva](#) on TrustRadius

Summary of JobDiva Reviews

JOBDIVA PROS	JOBDIVA CONS
Reporting Reporting tools are simple and facilitate accurate records.	Platform performance Frequent unannounced downtime and slow loading times. Some reviewers note that clearing their browser history helped with this issue.
Candidate communication The email merge function and email templates are very helpful.	Notifications and alerts JobDiva did not always notify users when candidates updated their resumes and/or made changes to their availability.
Tracking Helpful for keeping track of job openings, candidates, interviews, offers, conversations, and employees.	Technical documentation Some administrative fields (such as termination date and visa status) are missing, confusing, or cumbersome.
Resume harvesting JobDiva automatically collects many resumes from other membership sites.	
Increased efficiency JobDiva increases the efficiency of the hiring process by automating resume collection and streamlining communications.	
Interface Some reviewers found the JobDiva interface user-friendly for both recruiters and candidates, with easy to understand features and a helpful dashboard. Other reviewers said that the interface was outdated and difficult to navigate. *According to one reviewer, it is possible to choose between an older and newer interface.	
Search function Boolean search functionality allows users to target specific functions and skills while searching through resumes. However, some reviewers are confused by the mapping of skill sets to search keywords, and others said that JobDiva's keyword database is outdated.	

Source: (19) [User reviews of JobDiva](#) on TrustRadius

JobDiva Response to Reviewer Feedback

JobDiva values the reviews posted on TrustRadius because of the transparency of the identity of the reviewer. Such reviews and comments, whether they refer to strengths or areas of improvement, provide JobDiva an excellent feedback to follow up and act on. These reviews also provide the opinion of real people who were touched by JobDiva. We know that no product or service can have only positive comments; however, we appreciate feedback from all objective authors.

That said, JobDiva continually invests in its resources, platform, and infrastructure. By pushing the envelope on innovation and providing an unparalleled customer service, unlimited free training and support, JobDiva enjoys a retention rate of customers close to 98%. JobDiva is also continually enhancing and adding features and capabilities that enable its users to outperform their competition and grow their business; and our philosophy is to continuously assist them in doing so.

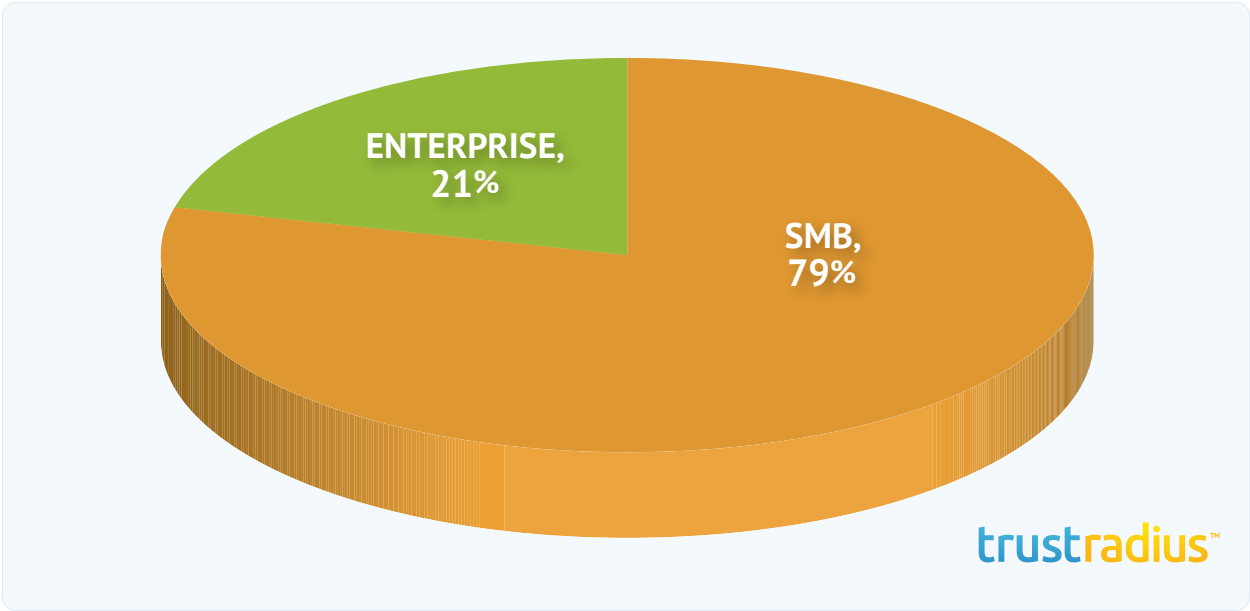
Software Profile & Review Summary

Jobvite was founded in 2003 and has undergone four funding rounds raising a total of \$55.5m. The Jobvite product is a socially enabled recruiting platform and, unlike some other standalone recruiting solutions, it is focused on perfecting its recruiting technology and has no plans to branch out into adjacent areas such as onboarding. However, in 2013, Jobvite joined forces with Bamboo HR to offer a complete set of tools to manage the entire employee lifecycle. The Jobvite platform comprises Jobvite Brand for creating compelling branded career sites that are mobile optimized, Jobvite Refer for sharing jobs on social channels, Jobvite Engage for sourcing candidates on the social web and adding them to talent pools that can be nurtured with email and social campaigns, Jobvite Video to quickly screen candidates via on-demand video interviews, and Jobvite Hire for managing the actual hiring process.



Company Status	Private
2014 Revenue	N/A
Revenue Growth 2013-2014	N/A
Customers	N/A
Employees	~289 (from LinkedIn)

Jobvite Customer Distribution



Source: (32) [User reviews of Jobvite](#) on TrustRadius

Aggregate User Ratings of Jobvite on TrustRadius

RATING ATTRIBUTE	JOBVITE RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	7.5	32	7.5
Likelihood to renew	7.2	23	7.6
Product usability	8.7	3	7.8
Product availability	10.0	2	8.1
Product performance	N/A	N/A	9.0
Support	9.5	2	7.4
In-person training	N/A	N/A	N/A
Online training	8.0	2	8.1
Implementation satisfaction	N/A	N/A	8.1

Source: (32) [User reviews of Jobvite](#) on TrustRadius

Summary of Jobvite Reviews

JOBVITE PROS	JOBVITE CONS
Social Media Integration with social media platforms, like LinkedIn and Facebook, utilizes existing networks to make job-postings and referrals more efficient.	Search Function Inadequate candidate search features. Boolean search capabilities aren't available, and users can't view basic details (like location) from the search results page without opening individual candidates' pages.
User Interface Easy to learn and to use, even for non-technical staff. The Jobvite interface is intuitive and simple.	Browser Compatibility Jobvite does not work well with older versions of Internet Explorer, which may be problematic for companies that can't afford to update their internet software regularly. Users also experience glitches and inconsistency with Firefox and Google Chrome.
Reporting Pre-made, customizable reports allow users to grab statistics without having to do a lot of their own analysis. However, some of the reporting features are hard to learn and hard to use; data presentation could be improved. Jobvite works well for generating basic reports, but may need to be supplemented by additional independent analysis.	
Customer Support Many users compliment Jobvite for their responsiveness, particularly to email inquiries. Some note that Jobvite is less responsive to phone inquiries, while others complain that Jobvite directs them to online forums, which are not as helpful as a customer support representative could be. Users seem to agree that Jobvite provides a better quality of support than previous vendors, but that there is still room for improvement.	
Scheduling Helpful for scheduling interviews. Users can invite a candidate for an interview, notify the hiring managers, and generate Outlook reminders for the interviewer through Jobvite. Jobvite integrates with Outlook and Gmail and the SmartScheduler automatically recommends optimal interview times based on the hiring team's availability.	Customization/Integration Lacks flexibility; difficult to adapt to special purposes. Jobvite does not allow for integration with other vendors, so users cannot selectively use some Jobsite functions alongside features from other ATS software. Customization options for interview templates and interview requirements could be improved.

Source: (32) [User reviews of Jobvite](#) on TrustRadius

Jobvite Response to Reviewer Feedback

Search Function

Jobvite does offer Boolean candidate search capabilities. Also, Jobvite has a Quick View feature that allows users to quickly view key information (i.e., location, etc.) for the candidates in the search results page. Jobvite will also be adding the search function to top navigation giving instant access to performing candidate searches.

Browser Compatibility

Jobvite supports Internet Explorer 9 and higher and conducts extensive testing on all other supported browsers: FireFox, Google Chrome, and Safari. Based on the general comments provided in this category we cannot respond in more detail, but in general browser support has not been an area of concern for our customers.

Reporting

Jobvite has recently rolled out a new version of reporting that improves usability and provides greater reporting flexibility including advanced filtering and formatting.

Customer Support

Jobvite takes great pride in its quality of customer support. Jobvite has won numerous Stevie Awards for customer service over the last two years. Support is offered 24 hours a day, 5 days a week and we provide many options for contacting the support team including phone, email, online portal, and in-product chat.

Customization/Integration

Jobvite offers a flexible API platform that allows fast integrations. Jobvite integrates and partners with third-party providers for HRIS, Background Screening, Assessments, Reference Checking, Job Distribution, Resume Databases, Candidate Sourcing, Onboarding, and more. Jobvite allows many customization options for interview templates. Based on the general feedback provided in this category, we are unable to provide more specific responses.

Oracle Taleo

Recruiting/ATS Software



Software Profile & Review Summary

Taleo's roots are in recruiting, and the company was founded in Canada in 1996 originally as a job board. The company started out as Recruitersoft and became Taleo in 2004. The company expanded from its base in recruiting adding performance management in 2010, compensation management in 2009, and learning management in 2010. Addition of these capabilities was achieved largely through acquisition of other companies. Oracle acquired Taleo in 2012 for \$1.9billion. Oracle offers different versions of the suite for enterprises and SMBs called Oracle Taleo Enterprise Cloud Service and Oracle Taleo Business Edition Cloud Service respectively.

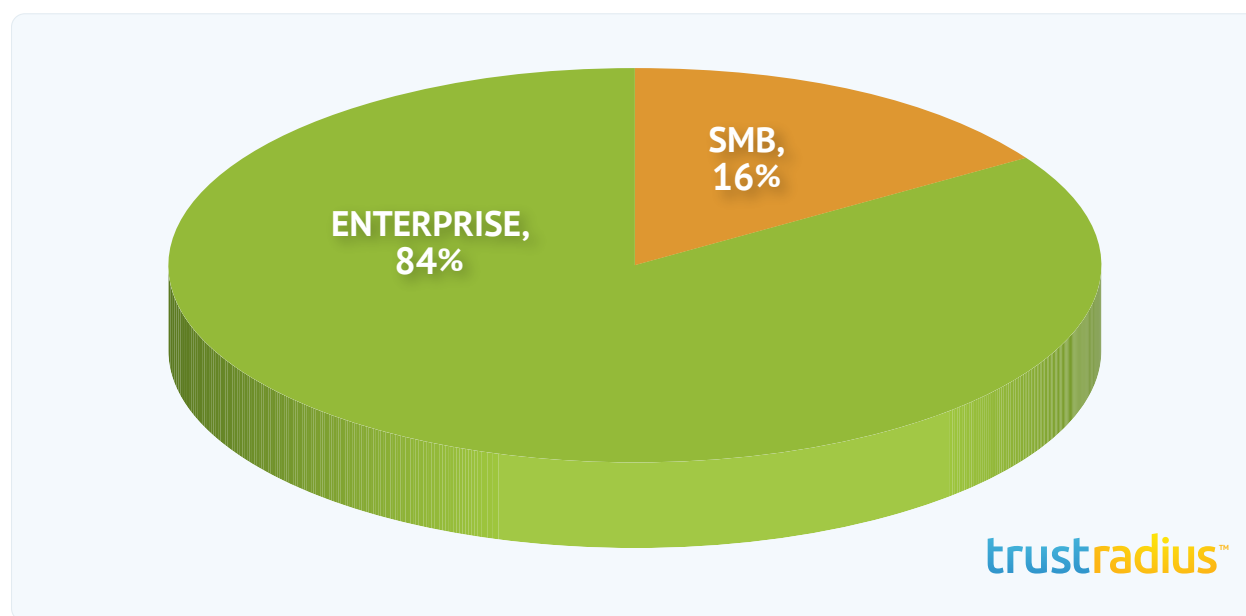
Company Status	Public
2014 Revenue	\$309m (2011 before acquisition)*
Revenue Growth 2013-2014	N/A
Customers	5,000+**
Employees	~293 (from LinkedIn)

*<http://finance.yahoo.com/news/Taleo-Reports-Fourth-Quarter-iw-1932312348.html>

**<https://www.linkedin.com/company/taleo>



Oracle Taleo Customer Distribution



Source: (32) User reviews of Oracle Taleo on TrustRadius

Aggregate User Ratings of Oracle Taleo on TrustRadius

RATING ATTRIBUTE	ORACLE TALEO RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	7.3	32	7.5
Likelihood to renew	7.6	24	7.6
Product usability	N/A	N/A	7.8
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	N/A	N/A	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation satisfaction	N/A	N/A	8.1

Source: (32) [User reviews of Oracle Taleo on TrustRadius](#)

Summary of Oracle Taleo Reviews

ORACLE TALEO PROS	ORACLE TALEO CONS
Broad functionality The ATS is an effective platform for recruiting allowing for pre-screening, candidate search and tracking, easy posting to external job boards, and good applicant communication tools.	Resume matching Resume matching capabilities are not effective. Matching request on certain criteria brings back too broad a results set.
Job description library Effective internal and external job description library is easy to set up and maintain.	Customer support Customer service has deteriorated significantly since the acquisition by Oracle. Long response times and lackluster service.
User interface The system is generally quite intuitive, even for the non-technical.	Expensive The ATS is not cost-effective for smaller organizations, although there are enterprise and SMB versions.
Customizable The system is very customizable allowing creation of different user experiences.	System slowness Some users complain of system latency and occasional crashes.
	Integration Integration with other software like Core HR systems and payroll can be challenging.
Reporting Reporting gets mixed reviews with several reviewers indicating functionality is not very intuitive or flexible for non-technical users. For more advanced users though, the reporting engine provides useful hiring metrics.	

Source: (32) [User reviews of Oracle Taleo on TrustRadius](#)

Oracle Taleo Response to Reviewer Feedback

N/A

PCRecruiter

Recruiting/ATS Software



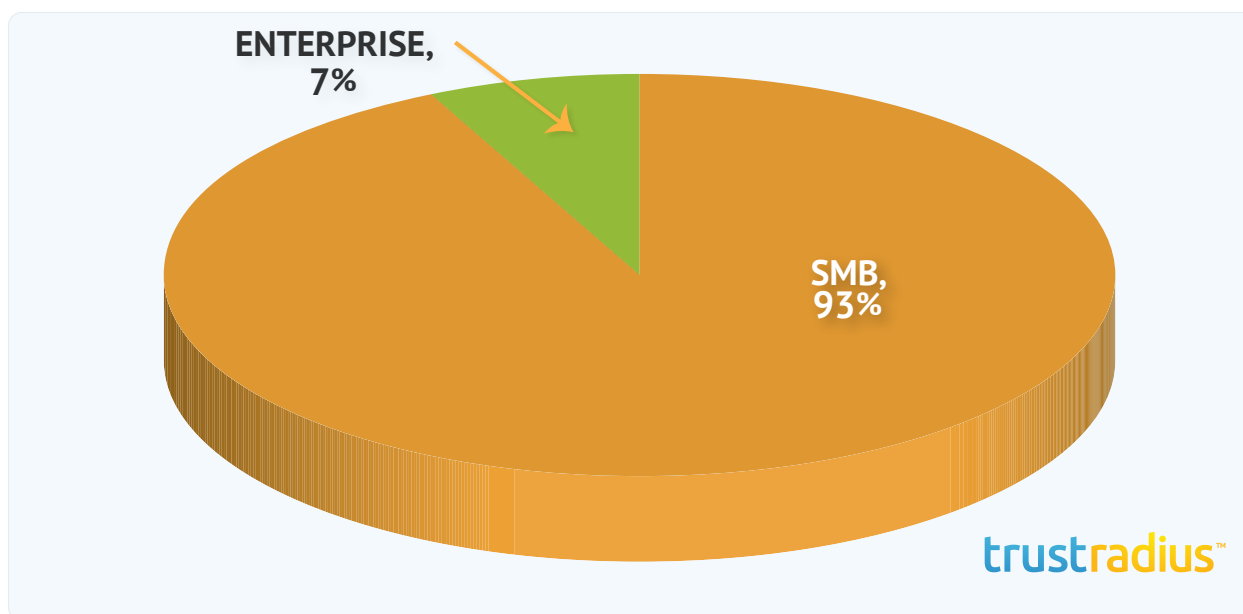
Software Profile & Review Summary

PCRecruiter is developed by Main Sequence Technology, which was founded 1998. The company is profitable and has never taken venture capital, so is fully owned by the founders. In 2014 the company partnered with Scout for better matching based on profile data, and with Fee Catcher which helps recruiters audit hires to ensure they do not miss any fees due.



Company Status	Public
2014 Revenue	N/A
Revenue Growth 2013-2014	N/A
Customers	3,000+ (according to Facebook page)
Employees	26 (according to LinkedIn)

PCRecruiter Customer Distribution



Source: (14) User reviews of PCRecruiter on TrustRadius

Aggregate User Ratings of PCRecruiter on TrustRadius

RATING ATTRIBUTE	PCRECRUITER RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	7.1	14	7.5
Likelihood to renew	7.6	8	7.6
Product usability	N/A	N/A	7.8
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	N/A	N/A	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation satisfaction	N/A	N/A	8.1

Source: (14) User reviews of PCRecruiter on TrustRadius

Summary of PCRecruiter Reviews

PCRECRUITER PROS	PCRECRUITER CONS
Data capture Efficiently records, sorts, and searches through large volumes of resume and job order data. The ready availability of this information can help improve customer service on both the client and candidate ends.	Search display Display of search options and search results could be improved.
Organization Features like notes, tabs and categories make it easy to organize candidate information within individual records and across the candidate pool.	Browser compatibility PCRecruiter may not work in all browsers and browser versions.
Customizable Flexible and scalable; features like a custom start page, custom fields, and the ability to save search results let users customize PCRecruiter to best match the company's hiring process.	Lots to learn Requires training for new users. Key features, such as custom fields, are not intuitive for users who do not have an IT background.
Reporting Reporting tools are easy to learn. Reports are detailed and customizable.	Duplicate candidates Safety net for duplicate candidate prevention needs improvement. Merging duplicate resumes can be tricky if the records are not identical.
Integration PCRecruiter integrates with Outlook, social media, and company websites, which is helpful for posting jobs and communicating with candidates. Email templates and bulk emailing are convenient.	
User interface Very practical; however, some reviewers felt that the interface visuals have room for update and/or improvement.	
Customer support Web resources are easy to navigate; support team is knowledgeable and responsive.	
Tracking Helps keep track of candidate resumes and email communications through the hiring process. Some reviewers said that candidate source tracking could be improved.	
Good value PCRecruiter is a relatively inexpensive comprehensive recruiting and tracking software package.	

Source: (14) User reviews of PCRecruiter on TrustRadius

PCRecruiter Response to Reviewer Feedback

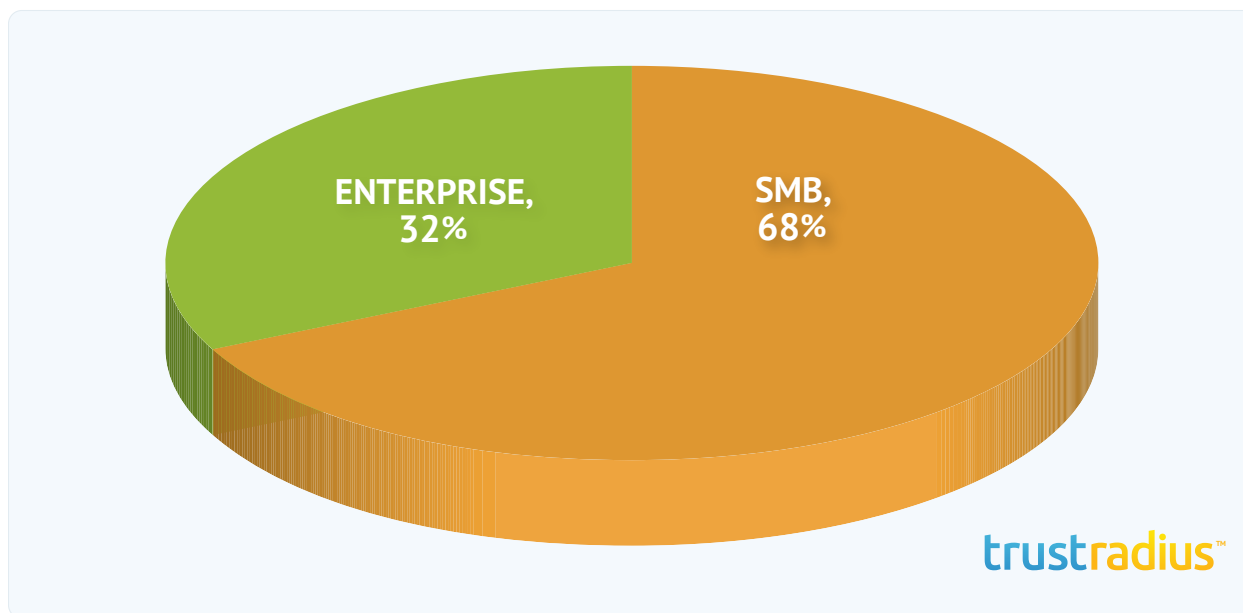
Several of the reviews taken into account in this profile pre-date the Q4/2014 PCRecruiter 9 update, which released an entirely revamped interface and full compatibility with the latest Chrome, Internet Explorer, and Safari browsers, as well as tablet devices. PCRecruiter 9 brought major improvements to ease of customization and configuration, as well as opening the doors to a growing list of new features and partnerships with other systems and utilities. Future plans for PCRecruiter include enhanced mobile access, phone/sms connectivity, broader self-training options, and more. We invite those who haven't seen PCRecruiter in a while to look again, as the product has changed significantly in 2014/15 compared to previous releases over the past seventeen years. In addition to the product itself, Main Sequence's personal-touch consultants and award-winning service team are a major factor in many buyers' decisions.

Software Profile & Review Summary

SilkRoad was founded in 2003 and has raised multiple rounds of funding, totaling \$145 million. The company made to major acquisitions to fill out the suite. The company acquired OpenHire (recruiting) in 2004, and VTN Technologies (learning management) in 2008. The software includes OpenHire for recruiting, RedCarpet for onboarding, WingSpan for performance management, GreenLight for learning management and a basic Core HR called HeartBeat. The onboarding product, RedCarpet, is considered one of the strongest in the industry. SilkRoad products are targeted predominantly at small and medium-sized businesses.

Company Status	Private
2014 Revenue	N/A
Revenue Growth 2013-2014	N/A
Customers	1,800+
Employees	505 (according to LinkedIn)

SilkRoad OpenHire Customer Distribution



Source: (24) [User reviews of SilkRoad OpenHire](#) on TrustRadius

Aggregate User Ratings of SilkRoad OpenHire on TrustRadius

RATING ATTRIBUTE	SILKROAD OPENHIRE RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	6.4	24	7.5
Likelihood to renew	6.8	11	7.6
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	N/A	N/A	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation satisfaction	N/A	N/A	8.1

Source: (24) [User reviews of SilkRoad OpenHire](#) on TrustRadius

Summary of SilkRoad OpenHire Reviews

SILKROAD OPENHIRE PROS	SILKROAD OPENHIRE CONS
Job requisitions The requisition approval process is great and it has great integration with job posting sites, although some had formatting problems.	Reporting Although a couple of users mentioned that canned reports work well enough, there is general unhappiness with the reporting engine which is found to be difficult to use and in need of an overhaul.
Ease of use OpenHire is quite intuitive to use and is easy to customize.	Customer support Support team is not very proactive with poor follow-up and no way to escalate. Staff is not always knowledgeable about the product.
Candidate correspondence Templates for corresponding with candidates are very helpful.	Mobile Mobile capabilities could be improved.
RedCarpet integration Very good integration with onboarding: All candidate information automatically forwarded to the onboarding module.	Offer letters Some users complain that offer letter capabilities are inflexible
Compliance Compliance reporting is well handled.	Search There are some complaints about the quality of the candidate search engine.

Source: (24) [User reviews of SilkRoad OpenHire](#) on TrustRadius

SilkRoad OpenHire Response to Reviewer Feedback

N/A

SmartSearch ATS

Recruiting/ATS Software



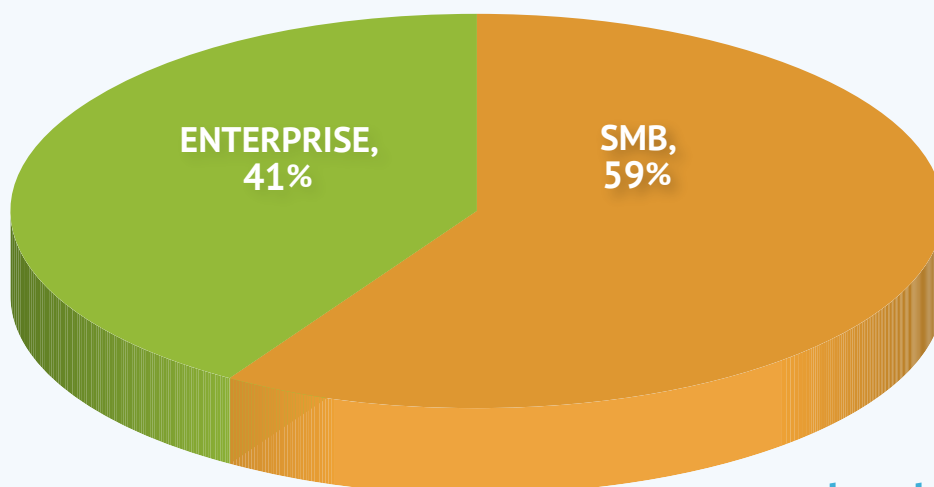
Software Profile & Review Summary

Advanced Personnel Systems, makers of SmartSearch ATS was founded in 1986. SmartSearch has formed partnerships with major job boards and resume-search databases like Monster, CareerBuilder and others. SmartSearch ATS also integrates with providers of ancillary products like assessment services; background checking; screening and research tools, including E-Verify; to better streamline the recruiting process. The company is privately held and has never accepted venture capital funding. For nearly 30 years, SmartSearch has maintained a staffing focus and contains a CRM tool for managing relationships.

Company Status	Private
2014 Revenue	N/A
Revenue Growth 2013-2014	N/A
Customers	N/A
Employees	N/A



SmartSearch ATS Customer Distribution



trustradius™

Source: (21) User reviews of SmartSearch ATS on TrustRadius

Aggregate User Ratings of SmartSearch ATS on TrustRadius

RATING ATTRIBUTE	SMARTSEARCH ATS RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	RECRUITING / ATS AVERAGE RATING
Likelihood to recommend	7.3	21	7.5
Likelihood to renew	7.3	16	7.6
Product usability	8.0	3	7.8
Product availability	N/A	N/A	8.1
Product performance	N/A	N/A	9.0
Support	N/A	N/A	7.4
In-person training	N/A	N/A	N/A
Online training	N/A	N/A	8.1
Implementation satisfaction	N/A	N/A	8.1

Source: (21) [User reviews of SmartSearch ATS](#) on TrustRadius

Summary of SmartSearch ATS Reviews

SMARTSEARCH ATS PROS	SMARTSEARCH ATS CONS
Usability Basic features are easy to learn and to use; however, many reviewers said that SmartSearch requires in-depth training, because the most helpful features have a steep learning curve. Some reviewers found the visual interface confusing, and difficult to navigate.	
Tracking Helpful for keeping track of candidates throughout the hiring process; also allows users to save past candidate histories for future job consideration.	Platform performance Platform performance is generally a pain point.
Flexible Scales well. Easy to customize, for organizations and individuals within an organization.	
Customer support The SmartSearch customer support team is very helpful and has great follow-up.	
Candidate communication Unlimited broadcast emails; organized, easily accessed records allow for better customer service in communications with candidates.	
Efficiency Increased efficiency in the recruiting and hiring process.	
Web-based Easy to access from remote offices, at home, or on mobile devices.	
Organization Easy to maintain records and keep current information up to date. Users can set priorities and manage workflow within SmartSearch.	
Collaboration/Visibility Central information storage allows multiple users to view resumes and post notes. Many reviewers said that SmartSearch has improved internal communication within their company.	

Source: (21) [User reviews of SmartSearch ATS](#) on TrustRadius

SmartSearch ATS Response to Reviewer Feedback

SmartSearch is a SaaS organization dedicated to providing our clients with excellent service and support – and one of the most powerful search engines on the market. Scalable from two to thousands of users, our highly configurable software is designed to satisfy the demands of modern-day recruiters and to meet and exceed the expectations of our end-users. Our first and foremost goal is to service our clients and support them as they navigate the ever-changing recruitment landscape.