



Accelerates Growth with Jobvite

Industry:

High Technology

Location:

Redwood City, CA

Business Needs:

- Find quality candidates in a competitive market
- Hire quickly to fuel company growth

Results:

- Deployed Jobvite within two weeks
- Improved hiring workflow among global locations
- Made a large number of quality hires without adding budget and staff

Website

www.support.com

About Support.com

Support.com provides Instant Technology Relief® to consumers and small businesses directly via their www.support.com portal and channel partners, which include retailers and anti-virus companies. These partners offer branded services as part of their own integrated consumer programs. They also educate and train consumers to take full advantage of their technology investment.

Business Problem

In mid-2006, Support.com had 260 employees and executives were making plans to hire significantly over the next year to support a strategic expansion into a new market. But in a competitive market for candidates, good prospects were increasingly hard to find.

Positions were not being filled as quickly as required. Some-

times positions were open up to 60 days, putting key milestones at risk. Saving, finding, sending candidate information around the company stretched hiring time and slowed responsiveness to good candidates. Compiling compliance reports manually consumed resources and risked inaccuracy.

As Director of Human Resources, Wendy Fitzloff wanted a solution that would help her staff address these issues and make the hires the company needs to fuel growth. A veteran of high growth situations, Wendy values the metrics that help her manage resources and enhance decision making.

Results with Jobvite

Rapid Time-to-Hire

Within weeks, the human resources department slashed time-to-hire by using Jobvite as a shared hub for recruiting data and activities.

To quickly create a comprehensive, shared recruiting database for the whole company, Jobvite Support uploaded existing resumes and requisitions that had been scattered on hard drives. New resumes are automatically uploaded into the same database and routed to hiring managers for feedback. It was a big step forward from recruiters saving resumes to a hard drive and then forwarding resumes by email to hiring managers.

“Jobvite allows us to act quickly. That’s a big, big business value. Candidates aren’t going to put up with a slow response, so we no longer run the risk of losing the best candidates. We have a real-time hiring environment now.”

Wendy Brauchler

Vice President of Human Resources,
Support.com

Interview scheduling is now accomplished in a single transaction rather than a flurry of email managed by administrators. With Jobvite’s Outlook® calendar integration, a scheduler can see open time slots for multiple people and book interviews. Jobvite automatically generates email to employees with all interview and candidate information.

Snapping up top candidates

“Jobvite allows us to act quickly. That’s a big, big business value,” says Wendy Fitzloff.

“In this competitive environment for finding candidates, time is critical. We can screen in 24 hours and we can respond to candidates in 48 hours. And we can close the deal pretty quickly. There’s no lag time. Candidates aren’t going to put up with a slow response, so we no longer run the risk of losing the best candidates. We have a real-time hiring environment now.”

Hiring engagement throughout the company

Executives at Support.com emphasize that hiring is everyone’s job, and now it can be. “Because

Jobvite’s been so successful throughout the company, everyone is engaged in using it,” says Wendy. “Hiring managers have been fantastic. They actually love the system. It was easy and quick for them to adopt our hiring process with Jobvite, especially when they witnessed the initial success we experienced.”

Worldwide impact

Support.com offices in Europe and Asia have enjoyed the same efficiency gains. Staffing specialists in Bangalore review candidates and make decisions much faster because their sourcing agencies submit candidates directly into Jobvite. And compiling data about candidates and hires is done automatically by Jobvite

so headquarters always has current hiring information, despite time differences.

Faster, more accurate EEO reporting

Keeping compliance data in manual spreadsheets was not only time consuming, but the manual process held the risk of inaccuracy.

Now Jobvite supplies the necessary data in a standard report using information that has been automatically gathered throughout the year.

Why Jobvite?

Wendy recommends Jobvite because the solution dramatically improved Support.com's competitiveness in hiring. Support.com evaluated other solutions but chose Jobvite for the breadth of recruiting functions it performs.

Powerful recruiting functionality coupled with intuitive design meant that hiring managers and recruiters could realize value from using the application right away. Support.com needed to act fast and Jobvite was up and running within two weeks of an initial demonstration. And service and support? "Fabulous. I can't say enough about that."

Wendy now spends less time on daily recruiting tasks even while ramping up hiring significantly.

"Jobvite keeps me in tune with what's going on, but I'm out of the day-to-day management of staffing activities. Jobvite is so efficient. It's really working."

Bottom Line

"We have been very successful finding and closing great candidates in less time with Jobvite," concludes Wendy.

"When I got my hiring plan for '07, for Q1 alone there were 90 positions open worldwide. One month into the quarter, we were about halfway done. We were ahead of the curve; without Jobvite we would have been about one third of the way done. With Jobvite, we had actually recruited and hired 15 outstanding candidates ahead of plan. And, that's with very few resources – one internal recruiter and some agency support."

"With Jobvite, we refined our whole staffing process and built a strong model that scales as we grow. We don't throw a lot of money at recruiting by having a large staff or big agency expenditures. We have control over our process and our candidate pipeline. I'm really proud of what we have accomplished."

About Support.com

Support.com provides Instant Technology Relief® to consumers and small businesses directly via their www.support.com portal and channel partners, which include retailers and anti-virus companies. These partners offer branded services as part of their own integrated consumer programs. They also educate and train consumers to take full advantage of their technology investment.

For more information, please visit

www.support.com

support.com

www.support.com

corporate@support.com

650.556.9440

About Jobvite

Jobvite is used by companies to manage all aspects of hiring in an easy to use Web 2.0 platform. Jobvite is the only eRecruitment application that powers word of mouth marketing for jobs. Jobvite engages people to send targeted job invitations to contacts in their social networks and helps companies make high quality hires at lower cost. Customers of the Software-as-a-Service application include leading edge companies like Advent, Infinera, SupportSoft, TiVo and Zappos.com.

For more information, visit www.jobvite.com or follow Jobvite at www.twitter.com/jobvite.

Jobvite

www.jobvite.com

www.twitter.com/jobvite

information@jobvite.com

415.946.3660