

Trustwave Improves Time-To-Hire and Reduces Costs with Jobvite



PROBLEM

A clunky, manual recruiting process

At a key juncture in their company growth, Trustwave needed talented employees to help them keep up with demand more than ever. But manual, spreadsheet-filled recruiting operations were holding them back.



SOLUTION

Jobvite ATS & Onboard and Jobvite CRM

Trustwave leveraged Jobvite's applicant tracking system, referral platform, candidate relationship management, and onboarding tool to bring their recruiting program to new heights.



RESULTS

Cost savings, increased candidate quality, and improved time-to-hire

Thanks to Jobvite's advanced, automated technology, Trustwave was able to quickly and cost-effectively bring in high-quality hires to help their business thrive.



A Security Tech Company in Need of a Recruiting Tech Upgrade

Since its founding in 1995, Trustwave has worked to maintain compliance and security for their customers. Now, over 20 years later, Trustwave has grown to nearly 2,000 employees located around the world, all of whom work diligently to ensure that customers in fields such as hospitality, financial services, and government are protected from cyber threats, data vulnerabilities, and other risks. And to continue providing their valuable services, Trustwave is always in need of highly skilled employees.

But with manual candidate tracking and spreadsheets weighing their recruiting team down, filling requisitions in an organized, timely manner was a challenge. Trustwave knew that in order to keep up with the company's fast growth, they'd need to embrace a more agile solution. After investigating a handful of rival applicant tracking systems (ATS), Trustwave chose Jobvite due to its flexibility, excellent customer service, and ability to scale with their company as it grew.

A Platform of Jobvite Products for Every Recruiting Pain Point

With over 7 years investing in this partnership, Jobvite and Trustwave have grown together, says Mike Smart, Director of Talent Acquisition at Trustwave. First and foremost, Jobvite helped Trustwave with organizational issues like storing contact information, searching for candidates, and scheduling interviews.

As an organization in the compliance and security space, having this information safely stored and backed up in one centralized location is crucial for Trustwave.

"Given the nature of our work, we have to undergo compliance audits every now and then to make sure everything's up to code.

“Once we started with Jobvite, we developed a much more rigorous process,” Smart says. “Now, we can bring in other teams like finance and HR to help us plan and hire more proactively. Allowing different departments to weigh in has empowered them to drive growth in our organization.”

– Mike Smart, Director of Talent Acquisition Trustwave

In fact, we had one not long after we first partnered with Jobvite,” Smart says. “It would have been nearly impossible if we were still using spreadsheets — that kind of data is suspect at best. But with Jobvite, we can easily show all of our information and demonstrate that there have been no material changes in our business and processes. That audit trail has proved to be monumentally important.”

But Jobvite hasn't just helped Trustwave manage candidate information — it's also helped them manage key workflows, allowing for a more collaborative hiring experience.

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In fact, employees across the board began participating more in the hiring process, especially when it came to referrals — a critical component for a global company that employs people in 27 different countries and five continents.

“We often have to hire in other countries where language and cultural differences make recruiting a challenge. Most companies choose to deal with that by using an agency, but the fees are high and can very quickly prohibit growth,” Smart says. “With Jobvite, though, we’ve seen a lot of unexpected success in recruiting for international markets. We can deputize employees to share open jobs to their social media pages and reach members of their network in Toronto, Mexico City, Warsaw, and Japan.”

And once Trustwave has interested candidates in Jobvite CRM, the system makes it easy to reach out to them.

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ourselves and hand them off as needed,” Smart says. “Jobvite CRM even allows us to stay in touch with top-tier candidates who missed the final cut by the skin of their teeth, so we can reach out again if a relevant position opens. It’s a much better way to go about recruiting than just posting a job and waiting for people to come to you.”

After a years of successes with Jobvite, Trustwave continues to further capitalize on the latest innovative offerings. Most recently, the team signed up for Jobvite Onboard.

“With each new Jobvite product offering we’ve put them to work with positive experiences,” says Smart. “And with Jobvite Onboard, we’re looking forward to streamlining our new hire processes even more.”

A Fast-Growing, Cost-Efficient Company with Top Notch Talent

In addition to streamlined operations and improved candidate relationships, Jobvite has helped Trustwave see significant cost savings. Smart estimates that recruiting in-house with Jobvite rather than using an agency saves the company at least \$500 per hire.

And alongside this reduction in cost is an increase in quality.

“Our internal referral process with Jobvite has been a game-changer,” according to Smart. “Employees know what it takes to work at Trustwave, and Jobvite allows them to reach out and refer the friends and colleagues that they know would thrive here. In the end, referred candidates are more likely to get hired and stay longer since it’s a better match. It makes everyone’s jobs easier.”



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EVOLVE

TA FRAMEWORK

Trustwave is consistently Evolving Their TA Processes to Optimize Hiring

EVOLVE Talent Acquisition Framework helps TA teams deliver world-class results. From initial assessment to specific action plans, EVOLVE empowers TA leaders to identify and prioritize areas for improvement so that no effort is wasted. Teams, processes, technologies, and strategies are optimized over time, and organizations emerge stronger, more efficient, and better able to adapt to the needs of the ever-evolving talent marketplace.

The EVOLVE framework offers four levels of talent acquisition maturity. Companies like Trustwave can move from a Level 1 to a Level 2 maturity level by automating more recruiting workflows and integrating their HRIS platforms.

About Trustwave

Trustwave is a leading cybersecurity and managed security services provider focused on threat detection and response. Offering a comprehensive portfolio of managed security services, consulting and professional services, and data protection technology, Trustwave helps businesses embrace digital transformation securely. Trustwave is a Singtel company and the global security arm of Singtel, Optus and NCS, with customers in 96 countries.

About Jobvite

Jobvite is an end-to-end Talent Acquisition Suite that takes a marketing-first approach to intelligently attract dream candidates, automatically screen for the highest quality, engage employees invested in the future, and retain the people who care the most about your organization by combining the power of AI and the human touch. Jobvite is proud to serve thousands of customers across a wide range of industries including Ingram Micro, UPMC, Zappos and Blizzard Entertainment. To learn more, visit www.jobvite.com or follow the company on social media @Jobvite.

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