

Hireserve ATS Applicant Tracking System

G-Cloud 15 Service Definition Document



About Hireserve and Hireserve ATS

Hireserve ATS is a powerful Applicant Tracking System designed for in-house recruitment teams. Trusted by organisations in a diverse range of sectors, Hireserve ATS is used to streamline their recruitment processes, to automate administration and to reduce the time and costs associated with internal hiring.

Over the years Hireserve has developed a strong presence in the public sector, working with organisations such as Shropshire Council, Lincolnshire County Council and the General Medical Council. We also work with a diverse range of customers in the higher education and not-for-profit sectors.

Established in 1997, our reputation has been built on a forward-thinking approach to software development, continually anticipating the needs of in-house recruiters and responding with intuitive, capable and robust talent acquisition technology. This approach, underpinned by award-winning customer service, is why organisations both in the UK and internationally trust Hireserve ATS to automate, streamline and enhance their recruitment processes.

In this document, we will take you through each element of Hireserve ATS, from managing your recruitment administration and reporting, to social media integrations and your candidate experience. You'll also find information about our approach to information security, our customer support offering, and more.



Contents

Functional overview	1
Automate recruitment administration	1
Talent management	3
Candidate experience	4
Communications	5
Managing relationships	6
Data protection	7
Reporting and analytics	8
Integrations	9
Hosting and information security	10
Hosting	10
Our approach to information security	11
Onboarding and beyond	12
Onboarding	12
Implementation	12
Sample project outline	13
Offboarding	13
Training and customer success	14
Initial Training	14
Ongoing training and support	14
Customer success	15
Service management	16
Service Level Agreements (SLAs)	17
Financialrecompensemodelfor not meeting SLAs	17
Technical requirements	18
Ordering and invoicing	19



Functional overview

Hireserve ATS delivers a range of tools, features and functionality to ensure your HR & Recruitment team can manage, automate and streamline their recruitment activity.

Automated recruitment administration

Hireserve ATS takes time-consuming manual tasks, from reference collection to reviewing documents, and automates them for a faster, simpler and more secure process.

Application forms and publishing jobs

- Create a range of job templates to quickly and easily publish multiple jobs on your careers site.
- Build configurable application forms, tailored to your vacancies with 'Job Specific Questions'.
- Add 'Killer Questions' to enhance initial screening and better manage high volume roles.
- Add data protection features, such as displaying your privacy notice or requesting consent.

Document management

- A single, convenient repository for all candidate CVs and additional documentation required, e.g. a cover letter.
- Attachment of additional documentation for specific vacancies e.g. job description or office location details.
- Attachment of documentation in emails to candidates.
- Ability to restrict the file format (e.g. PDF or Word doc) uploaded to an application form.

Interview management

- 'Interview Scheduler' feature enables all interview panel members to upload their availability for interviews.
- 'Self-select Interview' tool enables candidates to select the interview slots to suit them via their candidate portal.

StepChange Debt Charity has worked with Hireserve for a number of years. Using the 'Self-select Interview' tool, the charity estimates it has saved £20,000 per annum in reduced administration.



Workflow processes

- Enable the implementation of different hiring processes, tailored to each vacancy.
- Ensure easy compliance with the relevant hiring process.
- Enable a Hiring Manager-driven or HR-led process.
- Ensure communications to candidates are sent in a timely manner and eliminate risk of human error.

Automated reference collection

- Enable candidates to upload referee details via their candidate portal.
- Reference collection can be automatically triggered by a specified candidate status or step in your process.
- Referees are sent an email and asked to complete references online.
- Unlimited number of referees with the ability to configure different referee 'types' or 'rules' to suit different roles or processes.
- References are sent back to the ATS for a simple and automated process.

One city council saved £23,000 per annum by using the Hireserve 'Automated reference requests' feature, which "utterly revolutionised the way [the Council] works".



Talent management

Hireserve ATS enables you to go beyond 'applicant tracking'. Instead, build and nurture talent pools, mine the skills and qualifications you need with our uniquely powerful 'Talent Search' tool, and attract new talent through employee referral schemes.

Talent pooling

- Use 'skills tags' to identify candidates with valuable experience or sought-after skills.
- Build talent pools based on skills, location, role type, and more.
- Set a data retention period and use the automated removal process to ensure you comply with Data Protection laws around storage limitation.
- Add comments and set due dates on talent pools to prompt actions from other ATS users.

CV and database search

- PDF, Microsoft Word and text formats supported for candidates' CVs.
- Intelligent searching of CVs and application documents, with ranking of results based on relevancy of information – smart search with context.
- Send CVs to individuals or groups for consideration, rate documents and add comments securely within the ATS.
- Instant CV and document view, without the need to download or save attachments.
- When a candidate applies via LinkedIn, their LinkedIn profile URL is automatically included on the 'Candidate Details' screen.
- Configurable template to support specific searching requirements.
- Structured searching based on user-defined information.
- Searches can include active or non-active candidates.
- Searches can include keywords based on synonyms, to simplify searching of unstructured text CVs and documents.
- Queries can be stored as predefined 'filters' for subsequent use.

Screening

- Use pre-screening questions (known as 'Killer Questions') to manage high volume recruitment.
- Create weighted 'Job Specific Questions' to assess candidates' suitability for certain roles.
- View candidates' suitability at a glance with the star-rated 'Assessment Criteria' tool.

With 10,000 applications received each year, Royal Botanic Gardens, Kew has saved over £16,000 per annum in reduced administrative work by using Hireserve ATS.

Employee referrals

- Allow your employees to refer people they know for general employment opportunities as well as specific vacancies.
- A record is automatically created in the database for the referred candidate and will record the name and email address of the referring employee.
- The referring employee receives an acknowledgement of the referral for their own records.
- The referred candidate receives an email informing them of the referral and providing them with the information required for them to log in to their candidate portal and manage their application.



Candidate experience

Attract the talent you need through compelling and SEO-friendly job descriptions and a professional, branded careers site.

Engage candidates with your careers site content, and retain them with simple, mobile-friendly application forms. And once a candidate has applied, empower them to update their data and keep abreast of their application status through their own candidate portal.

Company careers site

- Secure (SSL) site, fully integrated with your existing corporate website, style and branding. The entire site is delivered in a secure SaaS model.
- Configurable search criteria for candidates, including keywords.
- Candidates can sign up for job alerts - automated email notifications of suitable vacancies.
- Offer candidates the option to 'Apply via LinkedIn' or upload a CV for parsing and automated pre-filling of all relevant parts of your application form.

Mobile Recruitment

Don't miss out on talent with a mobile-optimised version of your careers site, designed for iPad, iPhone and Android devices.

- Mobile-optimised application forms with intuitive, user-friendly buttons, form fields and navigation.
 - Provide candidates with the same opportunities to apply as on a desktop, with 'Apply via LinkedIn' or upload a CV via Dropbox.
- Mobile-optimised 'Self-select Interview' tool so candidates can simply and easily book and manage interview slots on a mobile device.

Candidate portal

- Enable candidates to take control of their own application process.
- Candidates can apply for multiple vacancies.
- Candidates have the ability to upload supporting documentation.
- Automatic email notification.
- Link to Twitter feed for real time vacancy updates.
- Online selection of interview slots which candidates can choose and release as required, using the 'Self-select Interview' tool.
- Completion of extra forms, via the portal, as required at any stage of the recruitment process - supporting a modern, candidate-centric approach to recruitment.
- Facility for candidates to notify friends about a vacancy.
- Full history of activity and notification of current application status, minimising the need for the candidate to contact your Recruitment team for updates.



Communication

Hireserve ATS can help you to communicate with candidates efficiently and personally – sending branded, personalised emails individually and in bulk at the touch of a button. Engage candidates throughout the hiring process with regular application updates to enhance their perception of your brand and ensure highly sought-after candidates are retained. Internal communications are also better managed, as you can use Hireserve ATS to engage and communicate with Hiring Managers and other relevant internal stakeholders.

Communications

- Automated personalised emails to candidates, triggered by customer-defined candidate status updates when required.
- All email templates are editable to ensure communications reflect the tone and style of individual organisations.
- Integrated SMS technology to communicate to candidates via text message.
- Automated letter generation (into Word or PDF).
- A complete history of all candidate communication is logged for reporting and auditing purposes.

Candidate events

- Ability to create candidate events, allowing individuals to book themselves onto assessment centres, seminars or open days.

Multi-language support

- Run your careers site in multiple languages.
- Configure the system to customise the labelling of forms, fields, features and more with your organisation's own terminology.
- Ideal for global, multi-lingual or multi-site organisations.

“A huge plus point for us is that the back office can also be translated to Welsh - and that it is a good translation, which is very rare! This bilingual functionality is hugely beneficial for us.” - University customer



Managing relationships

From empowering your Hiring Managers during your recruitment process, to managing your PSL (Preferred Supplier List), Hireserve ATS provides a range of tools to aid internal communication and relationship management.

Agency portal

- Automatically notify preferred agencies of invitation to submit suitable candidates for a vacancy.
- Agency users can view status of candidate process, minimising inbound calls to the Recruitment team.
- Agencies submit candidates directly into the recruitment database rather than via email for the Recruitment team to review and progress.

Connecting recruiters and Hiring Managers

- Easy access for the Recruitment team and Hiring Managers involved in the process.
- Groups of candidates can be managed easily within an online 'Folder', to simplify the management and processing of candidates through the defined recruitment steps.
- Candidate Folders can be shared with others involved in the recruitment process, such as interview panels.
- Folders provide an intuitive and powerful interface to enable casual users to be able to perform their part of the recruitment process.
- Privileges and sharing options easily set and managed.
- Managers have real-time access to all interview schedules and access to all relevant candidate documents.

Lincolnshire County Council have embedded a self-service model for 300+ Hiring Managers using Hireserve ATS. This has enabled them to save c. £25,000 through automation and a refreshed team structure.

Hiring Manager portal

- Simple user interface designed for ease of use, and fully accessible on mobile and tablet devices as well as desktop.
- Restrict information and functionality to suit your recruitment processes and security needs.
- Users can easily complete recruitment tasks as required.
- Notification centre to prompt users to complete tasks, for example approving a role or rating a candidate.
- Users can view a clear list of upcoming interviews and relevant details.



Data protection

Hireserve ATS provides a range of tools to help you manage your data controller responsibilities effectively, securely and in line with the Data Protection Act.

- Track a candidate's data retention expiry date via a new tab on the 'Candidate Details' screen.
- Add a link to your privacy statement in emails to candidates.
- Request consent from candidates.
- Review candidates who are pending legal basis establishment.
- Review candidates whose data retention period has expired.
- Set up automated removal of candidates whose data retention period has expired.
- Ability to recall all information and history stored against a candidate to quickly fulfil a request under the Data Protection Act's Right of Access.
- Control these features easily from within the ATS.



Reporting and analytics

Hireserve ATS comes equipped with a suite of standard reports, from cost-per-hire to source reporting – but you can take your data a step further with our 'Report Builder' tool and 'Data Visualisation' functionality.

Standard reporting

- Comprehensive suite of standard reports.
- Reports can be shared with other users quickly and easily.
- Option to export data to Microsoft Excel.
- Report scheduler provides a secure and reliable method to process reports and deliver the results via a regular email.
- Integration with Google Analytics.

Custom reporting

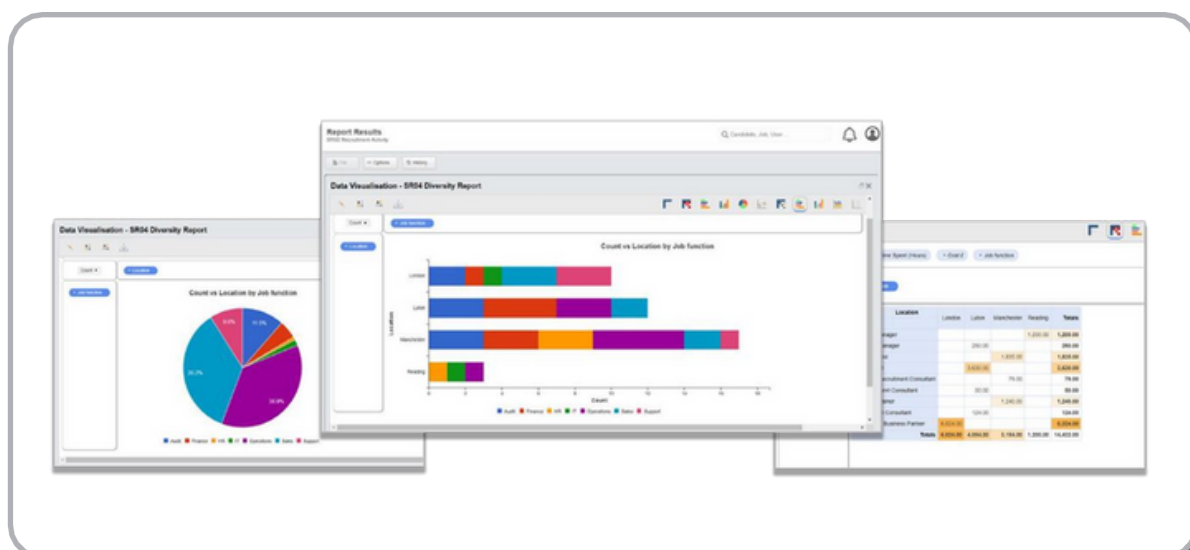
- 'Report Builder' allows you to create custom reports to suit your organisation's needs and deliver data for your specific success metrics.

Recruitment costs

- Track recruitment cost types against each vacancy to capture the true cost of your recruitment activity.
- Report on your recruitment costs for your specific requirements, such as 'Organisation', 'Business Area', 'Campaigns', 'Locations', etc.

Data Visuals

- Transform reports from rows of data into bar charts, line graphs, heat maps and more – all at the touch of the 'Visualise' button.
- Save and edit your 'favourite' scenes, and embed into documents and business cases to engage stakeholders and evidence recommendations.



Integrations

As a standalone ATS, it is imperative that Hireserve ATS can integrate with a range of other platforms and partners to enable a seamlessly joined-up attraction, recruitment and onboarding process.

Online testing capability

- Ability to integrate with leading online testing services, including SHL, Psycruit and Capp
- Automatic integration of results into Hireserve ATS.*

Video interviewing

- Ability to integrate with leading video interviewing services, including LaunchPad.
- Process managed entirely and securely within Hireserve ATS.*

Social media integration

- Ensure you maximise your exposure and organic reach by promoting your vacancies across multiple social media channels.
- Automatically tweet vacancies to your chosen Twitter account.
- Display up to date job listings in LinkedIn using their 'Job Wrapping' service.
- Provide a real-time, searchable list of vacancies directly within Facebook using the Hireserve Facebook plug-in, and enable candidates to apply for a role directly from the platform.
- Enable candidates to 'Apply via LinkedIn' using their LinkedIn profile as their CV.
- Allow all users to share vacancies directly to their personal accounts on multiple platforms, using the 'Social Sharing' tool.

Streamlined job board integration

- Hireserve ATS integrates with multiple job-boards, from general sites, such as Reed.co.uk and Monster,
- to the more niche or sector-specific platforms, such as jobs.ac.uk.
- Integration with Broadbean enables you to post multiple vacancies to all job boards with which you have an account.
- Applications are automatically sent to Hireserve ATS or directed to the online application form on your careers site. Note: Direct Apply from job boards currently only exists for Reed to use it on their own job board. We have a Direct apply integration for Total Jobs on our roadmap.

*Dependent on the service/integration provider chosen.



Hosting and information security

Hireserve is ISO27001:2013, ISO27017:2015 and Cyber Essentials Plus certified, as is our hosting provider, and robust information security and data protection processes are embedded into our day-to-day working practices.

Hosting

For UK, EU, Asia and international customer organisations, data is stored in dual data centres run by Oracle on their OCI service/system.

Backups

Servers are backed up to Oracle's OCI service/system. The backup process is structured to meet our customer's business needs and requests and the schedule is Weekly Full and Daily Differential backups with retention rates of two or four weeks.

Security testing

We recognised there is a demand for Hireserve to implement regular 3rd party assessments and we decided to do this as soon as we had completed our migration to Oracle Cloud. AppCheck - a UK-based security consultancy – has been implemented to operate a pen test and vulnerability scanning service. Their product is backed up by security experts in the UK who are on hand to provide their expertise both in terms of ensuring that the testing is as deep as it can be as well as providing additional guidance on how to address any issues found.

The scope of the testing will cover both the standard Recruiter Portal and Hiring Manager portal and our own demonstration Candidate Portals. Upon request we will also utilise the tools to perform similar testing on customer's own Candidate Portals.

Customers will remain free to commission their own independent pen and vulnerability testing – we only ask that such activities are coordinated with Hireserve.

Web Application Firewall (WAF)

Web Application Firewall – this is a global firewall service which provides the edge security. All traffic is routed via the WAF. Any traffic deemed to be suspicious is blocked.

The WAF is provided “as a service” and its high availability is managed as a part of the overall OCI platform.



Our approach to information security

Hireserve is ISO 27001:2013, ISO 27017:2015 and Cyber Essentials Plus accredited, demonstrating that robust, sustainable and lawful data protection and information security processes are firmly embedded in our day-to-day working practices.

Hireserve's Data Protection Officer (DPO) is Ben Bishop, COO. Our Head of People is the Information Security Manager and our COO oversees information security in close collaboration with the Information Security Manager.

Hireserve has a full Information Security Management System (ISMS), which incorporates a number of policies including (but not limited to):

- Data Protection policy
- Access Control policy
- Network System Monitoring policy
- Password policy
- Virus Protection policy
- Incident Reporting policy
- Security Incident Reporting policy

The below are just some of the information security and data protection measures we have put in place to ensure the safekeeping of the data we process:

- All passwords for Hireserve ATS back office and candidate portals are hashed and encrypted.
- Back office and candidate portals can only be accessed via https.
- Secure cookies are used.
- All Hireserve staff members accessing the database do so from workstations with encrypted drives and via a secure VPN connection. All employees with access to the ATS webserver and the database have BPSS vetting/clearance (not sure how it is termed – Bev may know). This is renewed bi-annually
- Third party integrations run over https.
- TLS support is offered for outgoing emails.
- IDS (Intrusion Detection System) is in place.
- All team members have undertaken information security training.
- Data protection best practice is in place for physically stored data, with securely locked files and rooms and clear policies around storing and deleting or archiving data.



Onboarding and beyond

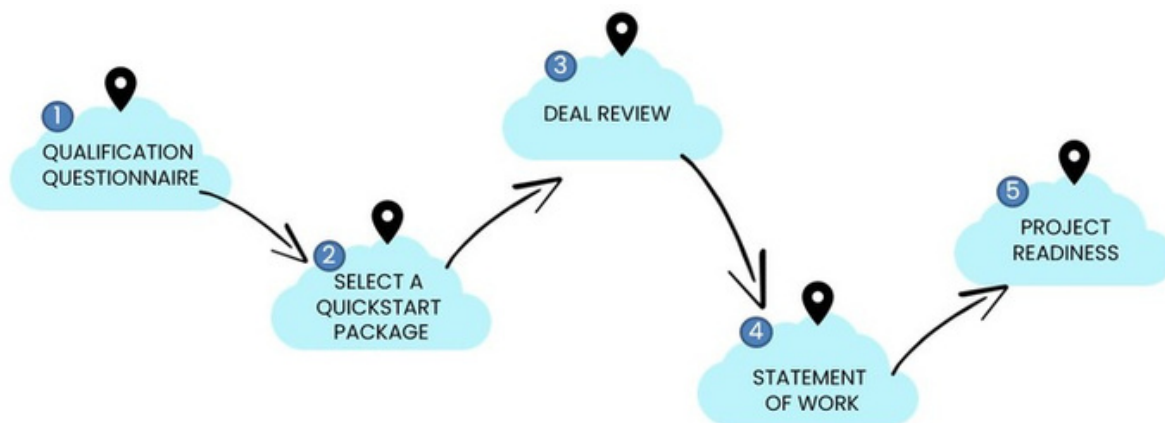
Onboarding

Hireserve ATS is not an off-the-shelf solution, so customer implementations can range in length dependent on customer requirements and their internal processes. A standard implementation is 10-12 weeks and our team are as agile as our technology; Hireserve can deliver faster implementations when required by a customer.

It is important to note that a fast implementation does not compromise quality, flexibility, testing or training.

Implementation

Implementing Hireserve ATS is straightforward, as you are guided from day one by your dedicated Implementation Consultant. Hireserve will propose and agree with you, the customer, the key milestones in the implementation plan. The process starts with a requirements gathering workshop to run through a Qualification Questionnaire. During this, the complete recruitment process will be discussed and documented. Ideas for improvement and critical areas will all be identified and fed into the solution design and we will create a customer-specific Statement of Work for you.



We maintain 2 QuickStart options which provide pre-packaged implementation options, each with tailored with a well-defined scope, predictable duration, and transparent cost structure, as follows:

Plan	Features	Typical duration*
QuickStart	• Fastest implementation • Suited for low-complexity organisations with single entity • Focused on standard XCD solution	15 weeks
QuickStart+	• Suited for higher complexity implementations requiring more customisation to base solution • Handholding and consultancy support with customisation and project management • Quick realisation of benefits and value	18 weeks

The implementation project will be performed on the (Hireserve-selected) 'LIVE' server. During the implementation, the configuration will be created, tested, reviewed, and modified iteratively as required until it meets your requirements (which, in our experience, may end up differing slightly from the initial requirements gathering workshop as more options and solutions become apparent in the system).

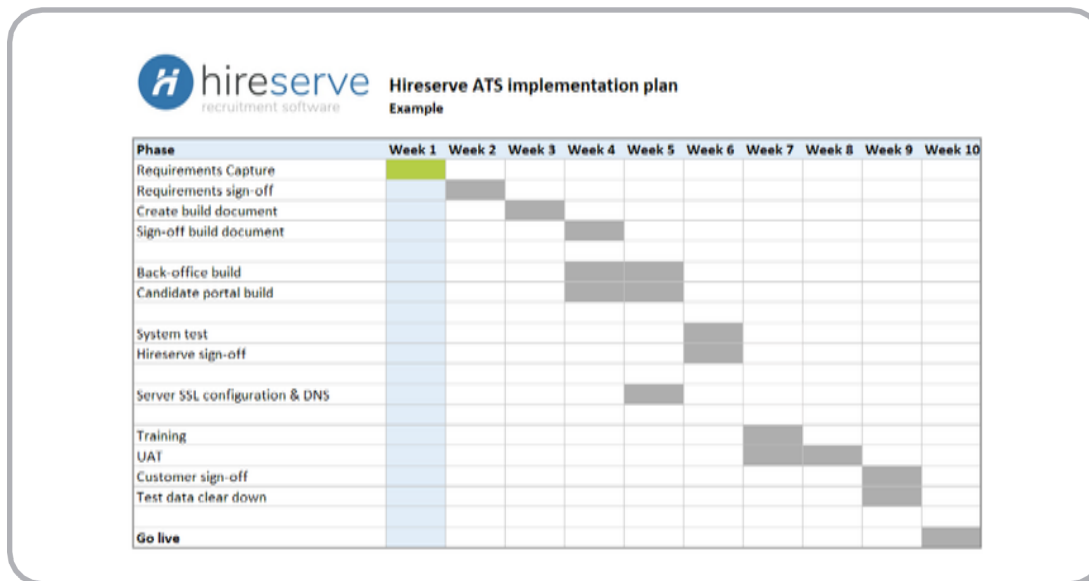
Once the configuration is complete, Hireserve will perform its own independent testing to ensure that from a technical perspective all the features are working as intended.

You will prepare your own User Acceptance Testing (UAT) plan, with which Hireserve can assist if required. UAT will be conducted in the 'to-be LIVE' environment, setting up jobs, candidates, agencies etc. to ensure that the processes to be implemented will function as expected. Upon agreement of your Go Live date, Hireserve will implement the required 'virtual host' changes to make the chosen domain live and install SSL certificates and any other requirements.

Once UAT has been signed off, you will be ready for Go Live. At this point, we will:

- Take a copy of the configuration and place it on a 'TEST' server – this can include the test candidates, Jobs, etc.
Note: When this is done, Hireserve will only take a copy of the configuration and will not copy any transactional data
- Clear down the transaction data from the 'LIVE' server for the customer.

Sample project plan



Offboarding

We are proud of a strong customer retention rate but it is inevitable that from time to time, customers will choose to leave Hireserve. Although sorry to see any customer leave, we do make it as easy as possible to get copies of the data that is held within Hireserve ATS.

There is a full specification of the data that is provided, and the form within which it is provided, within the **Hireserve G-Cloud 15 Service Agreement**.

We can also offer bespoke data export and related services to customers where required.

Training and customer success

Initial training

Hireserve ATS has been designed to be simple and intuitive to use. However, with high and potentially complex levels of functionality, user training is always encouraged and readily available.

There are typically three groups of people requiring training – ‘Super Users’, regular ‘HR Users’ and Hiring Managers. (In practice, Hiring Managers are seldom trained during the initial project as, by the time they have a need to use the system, the training will have taken place some time ago.) We propose a training programme for ‘Super Users’. We recommend that ‘Super Users’ are involved during the implementation of Hireserve ATS in a ‘hands-on’ manner (known as an assisted build) and will therefore develop a working knowledge of the system during that process.

Over the years, we have found that this ‘Train the Trainer’ approach, whereby ‘Super Users’ can pass on their first-hand knowledge of the system to ‘HR Users’ and Hiring Managers, has proven to be the most effective training method. As always, we aim to be as flexible as possible, so if the assisted build route is not appropriate for your organisation, we can discuss other approaches that may be more suitable.

‘HR User’ training will incorporate the Hiring Manager training, to ensure that ‘HR Users’ have knowledge of how the system is used by all parties involved in the recruitment process and will be able to deliver Hiring Manager training as and when required. Hireserve ATS provides a comprehensive online ‘Help’ section within the system.

Ongoing training and support

Hireserve delivers formal half or full-day training sessions when requested by a customer, in addition to consultancy services.

Customer care and support is one Hireserve’s main priorities. Customers can contact the Support team directly via email or via telephone, and the Support desk is always manned within working hours. There is a clear process for customers needing out-of-hours or emergency support.



Customer Success

Once an organisation begins working with Hireserve, they will enter our 'Steps to Hireworking' programme.

This process starts with our delivery of a range of materials to support the organisation's onboarding with Hireserve ATS and their internal engagement. The programme then encompasses implementation, including a comprehensive pre-Go Live call between the customer's dedicated Implementation Consultant, our Customer Care Manager and Head of Customer Success, and culminates in a robust 'handover' to the Support desk, around three months after their Go Live. Our ongoing support includes access to the Hireserve Hub, a password-protected online resource centre which all customers can use. Customers can access the Hireserve Hub to browse and download User Guides and Release Notes (distributed quarterly), to receive system updates or planned maintenance, and to watch webinar recordings.

The Hireserve webinar programme was launched in 2015, with regular webinars focusing on particular areas of the system or topics of interest to customers.

Customers can also use the Hireserve Hub to register for events, such as Support Clinics or the Hireserve User Group.

The Hireserve Support Clinics take place regularly and are free for all customers to attend. Each session is capped at 3 or 4 customers, so that each attendee can benefit from one-to-one support and guidance from a member of the Services team. These clinics are consistently rated as 'Exceeding expectations' and 100% of attendees would 'Recommend to a colleague'.

The Hireserve User Group is an annual event, which is also free for customers to attend. Having grown from 7 to 70 delegates over the years, the Hireserve User Group offers attendees a diverse agenda featuring external speakers, product updates, networking opportunities with other users, round-table discussions and support sessions with members of the Hireserve team.

Customers can opt in to receive quarterly email newsletters, with information around new customer care initiatives, tips, upcoming events and other useful information.

We offer quarterly 'Check-in Calls' to provide ongoing guidance, and arrange formal annual account review meetings with all customers to ensure they feel confident and supported, and that they are getting the best out of Hireserve ATS.



Service management

Hireserve prides itself on its secure, efficient and reliable hosting technology provided to its customers.

We take great care to maintain as close to 100% service availability as possible. However, on occasion, events beyond our control can cause system failure. We have given due consideration to the nature and likelihood of these and the following describes the measures we have taken to provide continuity of service.

It is imperative that Hireserve's customers are made aware of any hosting difficulties which may affect their use of Hireserve ATS. In the event of a service interruption, Hireserve will ensure that customers are kept fully informed of events and progress, and receive a Hosting Event Report detailing the cause and steps taken to prevent any recurrence.

Hosting Partner

- The UK server environments are provided by Oracle and are fully-managed by them with comprehensive monitoring tools.
- Oracle provides Hireserve with 24 hour support.
- The Oracle environment includes a high level of redundancy and fault tolerance with automated failover should any server become unavailable.

Availability

- 99.9% system availability, 24 hours a day provided by Hireserve's hosting partners.
- Planned maintenance is always notified to customers in advance, and is never scheduled during normal working hours.

Platform

- Hireserve ATS runs on Oracle database software. The
- hardware platforms run Oracle Enterprise Linux.

Resilience

- Automated fail-over
 - The servers on which Hireserve runs Hireserve ATS are grouped into a fault tolerant cluster. Should any
 - single server fail, it will immediately 'fail-over' to another server which will continue to run the services whilst the original server is either repaired or swapped out.



Service Level Agreements (SLAs)

The table below defines the end customer support response and resolution targets of Hireserve.

Support priority definitions and target resolution	Description	Target case resolution time
Priority 1	Client is unable to use a business-critical feature and as a result is unable to continue with the normal course of business	4 Hours
Priority 2	Client is unable to use an important feature and as a result is being caused major inconvenience, but is not prevented from continuing with business operation	8 hours
Priority 3	Client is unable to use a feature and as a result is being caused some but not major inconvenience	3 business days – workaround (if required and available)
Priority 4	Problem being reported has minimal business impact	20 days

Financial recompense model for not meeting SLAs

Please refer to the [HireserveG-Cloud15ServiceAgreementdocument](#).



Technical requirements and constraints

Typically, Hireserve ATS can be used on standard computer hardware available for the past five years. As the system will be accessed via a web browser, no software needs to be installed (unless an on-premise solution is chosen). Users of standard operating systems will be able to access the system, as long as they have an internet connection and a supported web browser.

Browsers which are officially supported are as follows:

- Internet Explorer and Edge versions supported by Microsoft
- Firefox versions supported by Mozilla
- Safari versions supported by Apple
- Chrome versions supported by Google

Other browsers, whilst not officially supported, may work with little or no issue.

Bandwidth requirements

As with any browser-based system, the greater the bandwidth that the end user has available, the faster their connection will be to the hosted server-side application. The time required to upload/download documents will be dependent on the document size and the speed of the internet connection.



Ordering and invoicing

As per the terms of the 'G-Cloud Framework Agreement', to buy services from G-Cloud, customers enter into a Call-Off Contract with a Supplier. Both Customers and Suppliers must ensure that they observe the buying process as set out in Schedule 3 of the Framework Agreement.

The 'call-off contract' between a Customer and a Supplier contains the following documents in order of contractual precedence:

1. Framework Agreement (between Suppliers and the Authority)
2. Call-Off Contract (between Customers and Suppliers)
3. Order Form (sets out the details of the order for each Call-Off Contract)
4. Supplier Terms and Conditions (defines the specifics of how to use the service)

In addition to the core terms as covered by the Framework Agreement and the Call-Off Contract, Customers must accept the Supplier Terms and Conditions relating to the service they wish to purchase and as submitted by the Supplier at time of the Tender.

Terms and Conditions example

A copy of sample terms and conditions has been attached separately within Digital Marketplace.

Pricing

Full pricing details have been attached separately within Digital Marketplace.

Trial Service

A trial of Hireserve ATS may be arranged for prospective customers who require some time to evaluate the system.



Hireserve and XCD HR & Payroll Integration

As a standalone Applicant Tracking System, Hireserve ATS is designed to integrate with innovative technology and partners. This ensures that you have the functionality of a best-in-breed ATS whilst also benefitting from the wider recruitment ecosystem.

We're delighted to share that, following our acquisition by xcd Limited, xcd HR & Payroll will soon integrate with Hireserve ATS, enabling a secure and seamless connection between your recruitment and HR activity.

Benefits

- Using the power of the XCD and the flexibility of Hireserve, we can offer you an end-to-end solution, from candidate attraction to engagement and onto retention and payroll. The integrated platform does it all.
- You'll be able to create your recruitment need in XCD and watch as Hireserve is updated automatically, ready for the recruitment team.
- Once the right candidate is found, Hireserve will automatically create the new starter in XCD ready for your HR team to onboard. No need to double key anything: it's all done through the platforms seamlessly. Remove the worry of data integrity and data security.

"...We felt XCD was a true HR system written by HR people, rather than a finance payroll system with a bit of HR added on to it. That is why we chose XCD." - Sanden Group

What will you be able to do?

Below are just some of the actions we're planning for you to undertake once the Hireserve-XCD integration goes live.

Our goal? To continue to reduce your recruitment and HR administration, free up your time and provide an enhanced experience for you, your colleagues and your new hires.

- Users can quickly and easily create jobs from existing
- Roles and vacancy information stored in XCD. With SSO (Single Sign-On), users can seamlessly
- access both systems quickly and securely.
- Candidates will be converted into employees via connected processes between the two systems. For example, when a candidate is offered in Hireserve ATS, an onboarding process with XCD will be triggered.
- Users can approve a final vacancy approval step in XCD
- which then automatically creates a job in Hireserve ATS.
- Users can access a range of information from both XCD
- and Hireserve to analyse and report, including:
 - Candidate status update data within XCD for Hireserve job applications
 - Recruitment costs data within XCD for Hireserve job applications
 - Equal opportunities candidate data within XCD for Hireserve job applications
- Some users will be able to specify a certain type of candidate status update in Hireserve to trigger a push of the candidate into the XCD joiner process.

We hope you have found this document valuable and have learnt more about Hireserve and Hireserve ATS.

If you have any questions, please do not hesitate to contact us and we will be happy to help.

