



SERVICE DOCUMENTATION

VIDEO INTERVIEWING



Video Interviewing

The screenshot displays the MeVitaE video interviewing interface. At the top, there's a navigation bar with a logo, a 'RECORDED INTERVIEW' tab, and buttons for 'ACTIONS', a notification bell, and a user profile 'AK'. The main content area is split into two columns. The left column features a video player showing Sara Bennett, with a 'Transcript' button and a play/pause icon. Below the video, a transcript is visible, with several phrases highlighted in orange: 'schedules, handled correspondence, and maintained records', 'templates and tracking systems for meeting notes, project documentation, and task follow-ups', 'monitor progress without constant back-and-forth', and 'supporting project and event coordination — from preparing reports and'. The right column is titled 'Review Sara Bennett's responses' and contains a feedback form for the question '1. What were the highlights of your previous Administrative Assistant role?'. The form includes a star rating section (5 stars), a text input for feedback, and a 'Submit' button. Below the form, there's a list of reviews from other users, including Ethan Cooper, Jacob T., Vivek D., and Riham Satti, each with their rating and the time since they submitted their review. At the bottom right of the interface, there's an 'Add Notes' button.

MeVitaE elevates video interviewing from a recording tool to an intelligence-driven assessment engine. With personalised video interviewing, candidates receive questions tailored to each role and their experience via immersive text, audio, and video formats, enabling them to express themselves more fully. Integrating into 20+ ATS platforms or used as a standalone, MeVitaE fits easily into your existing process.

20+ **ATS platforms**



ORACLE



icims



JOBVITE

greenhouse

bamboohR®



JazzHR

Solution at a Glance



| INTERVIEW QUESTION CURATION

AI-assisted or manual creation of interview questions derived from job requirements, combined with the candidate's application, designed to target missing details and fill information gaps for a more focused, effective interview.



| ATS INTEGRATION & SYNCING

MeVita maps to your existing hiring stages, integrating seamlessly with 20+ ATS platforms or used as a standalone solution. Deliver a unified candidate journey with automated syncing and candidate progression.



| IMMERSIVE CANDIDATE EXPERIENCE

Configure interview content using text, audio, and video prompts tailored to each role. Create richer, more engaging assessments while ensuring accessibility and consistency throughout the hiring process.

Solution at a Glance



| TRANSCRIPTION AND HIGHLIGHTS

Automatically transcribe candidate responses and surface the most important moments, themes, and insights. Easily skim interviews with highlighted key points, allowing reviewers to focus on meaning and fit.



| FLEXIBILITY & CONVENIENCE

Candidates can complete interviews on their own schedule and from any device, desktop, laptop, or mobile. Flexibility removes scheduling friction and ensures every candidate can participate in the way that works best for them.



| DATA & SECURITY

Trust and integrity come first at MeVitae. Our rigorous security processes ensure all data is protected, ICO-audited, and fully GDPR compliant.

“Integrates perfectly within our ATS. Easy to use with minimal action required by the recruiters or hiring managers.”

DAVID S. 25K+ EMPLOYEE SIZE. UTILITIES. ”

Metrics:

Deliver more insightful interviews with AI-enhanced video assessments that improve decision-making, reduce review time, and elevate the overall experience.

80%

TIME SAVED

Reduced manual effort with automated insights for streamlined reviewing.

3x

COST SAVED

Cuts interviewing and evaluation costs through automation and efficiency.

95%

ACCURACY

Detecting and flagging irrelevant candidate responses.

9.4

CLIENT SATISFACTION

Improved hiring experience, driving significantly higher satisfaction ratings.

Onboarding:

ONBOARDING & POST-SALES SUPPORT

Each client is introduced to a dedicated Customer Success Manager to guide implementation and ongoing success. Client requirements include all configurations available and best practices are captured to create a tailored implementation plan; covering HR system integration, user acceptance testing, and digital training sessions.

Once live, clients benefit from quarterly catch-ups and access to MeVitae's support team. Our 2025 performance consisted of Monday to Friday, 9am–5pm (UK time) support hours, 100% response and resolution SLAs achieved, and 99.74% system availability.

TECHNICAL SUPPORT:

Data backup and recovery:

Point-in-time recovery is enabled by default. All entities are securely stored for 7 days, allowing rapid restoration to any moment within the previous week.

MeVitae's maintenance & outage windows

MeVitae conducts quarterly maintenance exclusively over weekends (Saturday & Sunday). Advance notice is provided when any service impact is expected.

No outage windows are needed.

Hosting options and locations

Our services are hosted on public cloud services, or by a select number of sub-processors, also hosted in public cloud environments.

TECHNICAL REQUIREMENTS

To complete technical integration, the following access is required (full details provided during onboarding):

01

Admin-level ATS access

02

API service user for API operations

03

IT or implementation partner support for SSO and full technical setup [required for only some ATSs or editor access]

SERVICE PROVIDER	SUPPORTED LOCATION	PURPOSE
Microsoft Azure	UK, Netherlands, Ireland, Germany	Cloud service provider for data storage and processing.
Amazon Web Services	UK, Ireland, Germany	Cloud service provider for data storage and processing.
Google Cloud Platform	UK, Netherlands, Belgium, Germany	Cloud service provider for data storage and processing.
Redis	UK, Netherlands, Belgium, Germany	Cloud service provider for data storage and processing (hosted on Google Cloud Platform).
CloudConvert	Germany	Cloud service for converting documents (docx, odt, etc.) for redaction.
Cloudflare	Worldwide CDN	Cloud service for network protection.
SendGrid	US, EU	Cloud service for sending emails. Used to verify emails addresses and send notifications.

*More available on request

Offboarding:

SUPPORT

Should a client leave MeVitae, integrations are cleanly disconnected on the termination date. Users receive clear instructions for any actions required on their side. Data extractions can be requested at any time during or at the end of the contract, with flat-file downloads fully supported.

Security Overview:

SECURITY GOVERNANCE

Security is at the forefront of all we do. With board-level oversight and ISO/IEC 27001 and 9001 certifications, MeVitae follows a rigorous Information Security Policy supported by specialised controls, from cryptography to personal data protection. Standards are upheld through ongoing internal audits and monthly leadership reviews.

Operational Security

CHANGE & CONFIGURATION MANAGEMENT:

Every infrastructure or personal-data-related change follows recognised frameworks (CSA CCM, SSAE-16/ISAE 3402). Formal risk assessments, enforced controls, and CTO sign-off to ensure a tightly governed environment.

VULNERABILITY MANAGEMENT:

Automated Azure scanning, GCP Docker image analysis, quarterly internal penetration tests, and annual CREST-certified assessments keep threats in check. Risks are evaluated using OWASP guidance, with critical issues patched within 24 hours.

PROTECTIVE MONITORING:

A dedicated Security Incident Management Procedure enables rapid containment and guarantees customer notifications within one hour.

ISO/IEC 27001 and 9001

INCIDENT MANAGEMENT

Fully aligned to ISO/IEC 27001 and 9001, MeVitae provides round-the-clock incident reporting via phone or email, supported by real-time detection systems. Every incident is managed through a structured workflow, from containment to authority communication, with customers notified within an hour and receiving a full report within 48 hours.

SECURE DEVELOPMENT

MeVitae's development lifecycle is built on industry best practices and independently assessed against ISO/IEC 27001 and 9001, ensuring security is embedded into every stage of product creation.





For any questions, please contact:
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