G-Cloud 15

TalentDog™ CRM & ATS

Service Definition

Lot 2b Software as a Service (SaaS)

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Introduction

Company Overview

TalentDog™ is a division of Rhans Technology Group, a global talent-tech company. Our purpose is to give organisations a flexible, tech-enabled recruitment model that provides end-to-end support across the entire recruitment lifecycle. In addition to providing Recruitment as a Service delivered via an innovative monthly subscription, we also provide modular recruitment services including TalentDog, our software platform with advanced Applicant Tracking System (ATS) and Candidate Relationship Management (CRM) module with integrated talent pool builder.

Uniquely, our technology was built exclusively for health and social care hiring during the COVID-19 pandemic as part of a Department of Health Northern Ireland contract, enabling the rapid and large-scale recruitment of key workers. Over a 2.5-year period, the platform supported 50,000+ applications and 8,500+ direct appointments across Northern Ireland's entire public health and social care system.

TalentDog's services are multi-award-winning:

- LaingBuisson Awards 2025 - Recruiter of the Year - Winner
- HealthInvestor Awards 2025 - Recruitment Firm of the Year - Winner
- Personnel Today Awards 2024 - Excellence in Public Sector HR - Winner
- RAD Award 2023 – Use of Technology – Finalist
- Personnel Today Awards 2023 – Talent Acquisition Partner – Winner
- Top 10 RPO providers in Europe in 2023 by Manage HR Magazine
- HSJ Awards 2022 – Staffing Solution of the Year - Highly Commended
- Personnel Today Awards 2021 – Resourcing Supplier of the Year – Winner
- RMA Awards 2021 – Skill Shortage Resourcing Award – Winner
- CIPD External Consultancy of the Year 2021 – Winner

Value Proposition

TalentDog enables organisations to recruit better, faster, and more sustainably by combining proprietary technology with marketing capability and campaign delivery expertise.

More specifically, our recruitment technology platform powers end-to-end hiring through an integrated suite of tools covering attraction, selection, and onboarding. At the core of our service offering is a purpose-built applicant tracking system (ATS) and candidate relationship management (CRM) module, enhanced by embedded pre-recorded video interviewing capabilities and secure digital wallets for applicants. This unified platform replaces fragmented systems and manual processes with a single, data-driven recruitment environment that improves visibility, speed, and the candidate experience at every stage of the hiring journey.

What the Service Provides
Our technology is a talent acquisition platform with an innovative interactive candidate database and applicant tracking system with secure digital wallets for candidates to upload and store their employment documentation.

At the core of our platform is a candidate relationship management (CRM) module that creates a single view of all the employer's candidate data. The CRM is designed to support the management and tracking of recruitment marketing activity as well as the building and management of talent pools including internal staff banks.

Our intuitive applicant tracking system (ATS) is also housed within the platform, which enables employers to streamline end-to-end recruitment with candidates stored in their CRM or from direct marketing activities including recruitment events. Key features of our ATS include integrated communication and selection tools that enable employers to request and manage pre-recorded video interviews.

Each of our core modules (CRM and ATS) can be used either as a standalone module or combined with both modules being included as standard as part of our pricing.

Social Value

Our social value model is aligned to PPN 002: *Supporting economic recovery and growth through resilient public services.*

We support economic growth by:

- Reducing dependency on high-cost agency staffing through sustainable recruitment models - saving one client £10.2m in recurring agency costs.
- Supporting permanent workforce supply into health and public services
- Working with UK-based suppliers, SMEs, and specialist partners
- Investing in digital recruitment infrastructure that improves productivity and reduces waste

SMART Objectives

- Reduce agency reliance for roles within scope by X**%** within 12 months
- Reduce agency spend for roles within scope by £X within 12 months
- Increase permanent conversion rates by X% compared to baseline
- Maintain a minimum of 80% UK SME supplier spend where applicable

Metrics & Monitoring

- Monthly recruitment performance dashboards
- Agency spend comparison reports (pre- and post-engagement)
- Supplier spend tracking

Responsible Stakeholders

- Chief Operating Officer – delivery oversight
- Director Recruitment Services – workforce outcomes
- Financial Controller – cost and savings validation

Overview of the G-Cloud Service

TalentDog includes a centralised database of an employer's candidate data and supports the complete management and overview of all recruitment activity that is designed to help employers attract, capture, manage, and convert applications more efficiently and effectively across their entire organisation.

At the core of our platform is an interactive candidate database or CRM for each employer to capture, manage and store candidate data as well as monitoring candidate activity throughout the recruitment lifecycle. Our CRM creates a unified timeline incorporating all the interactions with a candidate.

For candidates, creating an account on our platform is free and their account enables them to create, update, or delete their profile. Candidates can upload their own CV or create a downloadable CV using the details added to their online profile, and search and apply for vacancies within our talent marketplace. Candidates can also upload and store all their employment documentation in their digital wallet with two-factor authenticated (2FA) security. For employers, these documents are accessible with the permission of the candidate once an offer has been accepted.

Complementing our CRM is an ATS designed to enhance the productivity and effectiveness of internal recruitment teams. Employers can deliver a personalised recruitment experience for hiring managers and candidates with less manual intervention and duplication. Features include customisable dynamic workflows, email templates, individual and bulk processing, recruitment process management with automatic notifications to candidates, pre-recorded video-interviewing, interview scheduling and automated 'offered' stage with one-click to accept an offer of employment. We offer digitised offer management with employer branded contracts and cover letters. Real-time reporting with dashboard metrics on recruitment lifecycle, pipeline, stages, time-to-hire, and source of hire.

By digitising and automating recruitment workflows, our ATS ensures compliance with data protection regulations and enhances recruitment service delivery.

Associated Services

Our platform includes a range of extra features and capabilities to support recruitment and resourcing that are available for an additional fee. These services include configurable application forms, branded contracts of employment, candidate engagement tools and onboarding workflows. Our platform can also support customised APIs, our platform can easily integrate with other applications such as

third-party job boards, HR, and finance platforms at an additional cost. Please refer to our pricing document for a breakdown of costs.

We offer clients group and one-to-one training, virtual and in-person as well as paid digital advertising, selection support, onboarding and candidate care. It is important to note that specific inclusions and exclusions may vary depending on the buyer's requirements and the agreed-upon service package. Please refer to our pricing document for a breakdown of costs.

Data Protection

Information Assurance
In addition to being Cyber Essentials Certified, we are currently in the process of obtaining ISO/IEC 27001 certification, which further demonstrates our commitment to information security management. This certification will verify that we have implemented and maintain a robust information security management system. We currently comply with the ISO/IEC 27001 standard, which sets out best practices for managing information security risks. Our certification will cover the entire business and ensure that we have appropriate processes, facilities, and policies in place to safely manage information. By adhering to this standard, we prioritise the confidentiality, integrity, and availability of information, providing assurance to our clients regarding the security of their data. Once obtained, we will update the Framework accordingly.

Data Back-Up and Restoration
TalentDog has robust plans, processes, and systems in place to protect against data loss in the platform. We perform backups every twelve weeks to ensure data integrity and availability. The frequency of backups can be customised based on user requirements, allowing clients to control what data is backed up. Our processes are regularly reviewed, updated, and tested to ensure their effectiveness. We prioritise data security and work closely with clients to understand their specific requirements. Prior to placing an order, we engage in discussions with clients to document their data backup and restoration needs, ensuring alignment between both parties.

Business Continuity
We have a robust business continuity plan in place to ensure the continuity of our operations. The plan outlines the scope of our business continuity efforts, including key business areas and critical functions. We have identified dependencies between various business areas and functions to ensure seamless operations. For each critical function, we have established acceptable downtime thresholds to minimise disruptions. Our plan includes strategies and measures to maintain operations during unforeseen events or disruptions. We are committed to providing uninterrupted services to our clients. A more detailed plan can be provided to the buyer upon request.

Privacy by Design
Our platform is committed to privacy by design and ensuring compliance with the EU General Data Protection Regulation (GDPR). Our platform has been designed with privacy as a fundamental consideration from the outset. We have implemented privacy-enhancing features and measures to protect citizens' data throughout the design process. These include data protection management, automated GDPR tools, and configurable application forms that enable organisations to collect only the necessary personal data. By adopting privacy by design principles, we prioritise the privacy and security of individuals' data, ensuring compliance with GDPR requirements and providing peace of mind to our clients.

Using the service

Ordering and Invoicing
Please contact our commercial team to discuss our solutions and your requirements in more detail. They will guide you through the process and provide any necessary assistance in completing the Order Form (Call-off contract). Once the services are delivered, our fees will be invoiced 30 days in arrears. The payment terms are 30 days upon receipt of the invoice. For specific information to include in the email or any further details, our team will provide you with the necessary guidance and support to ensure a smooth ordering and invoicing process.

Availability of Trial Service
We offer a discretionary 30-day trail usage of our CRM and ATS. We understand the importance of allowing potential clients to experience the benefits of our service before committing to a full engagement. The availability of trial services and discretionary usage is subject to discussion and agreement between TalentDog and the client. Trial services are discretionary and determined on a case-by-case basis, taking into consideration the client's specific requirements and objectives. Please contact our team to discuss your needs and explore the options available.

On-Boarding
TalentDog provides a comprehensive onboarding process for all clients to ensure a smooth transition for users starting to use our cloud service.

Our onboarding process includes the following key steps:

1. Kick-off Meeting: We conduct a kick-off meeting with key team members to understand the specific requirements and objectives of the user. This meeting helps us tailor our onboarding process to meet their unique needs.

2. Dedicated Point of Contact: We assign a dedicated point of contact for each client such as an Account Manager to provide personalised assistance throughout the onboarding process. This point of contact serves as a single point of contact for

any questions, concerns, or support needed during the onboarding period.

3. Documentation and Training: We provide comprehensive documentation and training materials to guide users through the setup and usage of our TalentDog service. These resources include user guides, tutorials, and best practice documents to ensure users have the necessary knowledge to effectively utilise the service.

4. On-site Visit (if required): We will conduct an on-site visit to assist with the setup and configuration of the TalentDog service as well as to meet the team. This allows us to provide hands-on support and address any specific requirements or challenges faced by the user. Any migration of data from a previous provider will be agreed at this stage in the process and a data migration plan put in place.

5. Account Management: Throughout the onboarding process and beyond, our account management team remains actively engaged to ensure a seamless experience. They are available to address any questions and provide ongoing support Monday to Friday 9am to 5pm (GMT).

Training

We provide comprehensive in-person onsite and offsite training to support users of our cloud service. We also offer online help and assistance resources, including user guides and tutorials, to ensure users have access to the information they need to effectively utilise the service.

Additionally, we provide introductory and onboarding services to facilitate orientation to the new service. These services may include kick-off meetings, dedicated points of contact, documentation, and training materials. Our goal is to ensure a smooth transition and provide users with the necessary support and resources to maximise their experience of TalentDog. Please refer to our rate card and pricing document for details of the service and fees.

Implementation Plan

A detailed implementation plan can be provided upon request. This plan outlines the step-by-step process of implementing TalentDog ensuring a smooth transition. The plan includes key milestones, timelines, and dependencies to effectively manage the implementation.

Our team work closely with each client to tailor the plan to their specific requirements and objectives. The implementation plan serves as a roadmap for successful deployment and ensures that all necessary tasks and activities are completed in a timely manner. Please contact our team to request the detailed implementation plan for our cloud service.

Service Management
We manage our service using a combination of people, processes, and technology to ensure effective service delivery. We adhere to industry best practices and standards, including IT service management (ITSM) principles.

Our team of experienced consultants provide online and on-site expert guidance and support. We have a dedicated service desk offering clients a single point of contact to seek support and make requests. We have established processes for handling service constraints and incidents, ensuring timely resolution and minimal disruption. Progress is reported through regular updates and communication channels, keeping clients informed of the status and any relevant developments.

Service Constraints
We ensure high performance and availability of our cloud service by leveraging robust infrastructure and implementing proactive monitoring. Our platform operates 24/7 x 365 providing access round-the-clock to our customers. We have defined maintenance windows during off-peak hours to minimise disruption. While our cloud service is modular and fully customisable to meet specific requirements, we adhere to best practices to ensure system stability and security. We provide regular updates and communicate any scheduled deprecation of functionality/features well in advance to allow customers to plan accordingly. Our goal is to provide a reliable and flexible service that meets the needs of our customers while maintaining a high level of performance and availability.

Service Levels
We offer robust service levels for our ATS and CRM to ensure high performance, availability, and support for our customers. Our service level agreements (SLAs) define performance metrics, availability targets, support hours, and severity definitions. These agreed-upon service levels will be documented in our SLA to ensure clarity and alignment between both parties. Our goal is to provide a reliable and responsive service that meets the specific needs of our clients.

Outage and Maintenance Management
We take proactive measures to prevent the risk of technical issues causing delays or outages for clients of TalentDog. We have robust outage avoidance strategies in place, including redundancy and failover mechanisms to ensure continuous service availability. Our service performance planning includes capacity management and load balancing to handle peak usage periods effectively. We measure downtime using monitoring tools and conduct regular maintenance activities during scheduled maintenance windows to minimise disruption. Additionally, we are prepared to address ad-hoc service needs by having a dedicated support team available to handle any technical issues promptly. Our goal is to maintain a reliable and high-performing service to minimise delays and ensure a seamless user experience.

Financial Recompense Model for not Meeting Service Levels
We do not offer a financial recompense model in the form of service credits for not meeting service levels. However, we are committed to delivering high-quality services and ensuring customer satisfaction. If service levels are not met, we will work closely with the customer to address any issues and take appropriate actions to resolve them promptly. Our priority is to provide a reliable and responsive service that meets the needs of our customers. Please note that specific details regarding service level agreements and any associated remedies can be discussed and agreed upon during the contract negotiation process.

Provision of the service

Customer Responsibilities
We expect customers to fulfil certain responsibilities to ensure their success in using our platform. These responsibilities may include providing access to relevant personnel and IT systems, as well as actively participating in the implementation and ongoing management of the service. Customers are expected to collaborate with our account management team in gathering necessary data and information, providing feedback, and adhering to agreed-upon timelines and processes. Clear communication and timely provision of required resources are essential for the smooth execution of the project. Our team will provide guidance and support to customers in fulfilling their responsibilities to maximise the value and effectiveness of its cloud service.

Technical Requirements and Client-Side Requirements
We provide software as a service or SaaS via the cloud, which means that the technical requirements are primarily related to the client's access to the internet and compatible devices. Clients will need a stable internet connection and devices such as computers, laptops, or mobile devices to access the cloud platform. We ensure that the cloud platform is compatible with commonly used operating systems and web browsers. Additionally, clients may need to allocate resources such as personnel and time for the implementation and ongoing management of the platform. The specific technical requirements and client-side requirements can be discussed and agreed upon prior to placing an order, and these details will be documented in the Order Form to ensure clarity and alignment between both parties.

Outcomes/Deliverables
TalentDog provides the TalentDog Talent Acquisition Platform, which delivers several key deliverables, outputs, and outcomes for clients. These include:

- Identification and assessment of the client's recruitment needs and challenges.
- Delivery of a comprehensive candidate relationship management (CRM) and/or applicant tracking system (ATS)

- Provision of automated communication tools, including candidate engagement and correspondence management.
- Creation of a branded career portal and job search functionality.
- Implementation of configurable application forms and contracts of employment.
- Streamlined candidate management, onboarding, and shortlisting processes.
- Access to a talent pipeline and sourcing capabilities
- Real-time reporting and analytics for recruitment performance monitoring.
- Compliance with GDPR regulations and data protection management.

These deliverables and outcomes aim to optimise the client's recruitment processes, enhance candidate experience, and improve overall recruitment efficiency.

Development life cycle of the solution
We follow an Agile software development methodology for the development life cycle of its cloud solution. The stages involved in the development process include:

1. Identify problems/needs: We work closely with our clients to understand their recruitment challenges and requirements.
2. Plan: We create a strategic plan, defining objectives, goals, and timelines for the development process.
3. Design: Our platform's design considers the user experience, functionality, and integration requirements.
4. Build: Our solutions are developed using modern tools and best practices, ensuring high-quality code and adherence to industry standards.
5. Test: We rigorously test to ensure the solution meets functional and performance requirements.
6. Deploy: Our platform is deployed to the client via the cloud.
7. Maintain: We provide ongoing support and maintenance to ensure the solution remains secure, up-to-date, and optimised for performance.

By following the Agile methodology, TalentDog can deliver iterative and incremental releases, allowing for flexibility, collaboration, and continuous improvement throughout the development life cycle.

After-sales Account Management
We prioritise building and maintaining strong customer relationships to ensure customer satisfaction and long-term business partnerships.

We employ several strategies to achieve this:

1. Relationship Management: We assign a dedicated account manager who serves as the primary point of contact for each client. Our account managers facilitate effective communication, address concerns, and provide ongoing support.

2. Proactive Engagement: We actively engage with customers to understand their evolving needs and challenges. Regular check-ins, feedback sessions, and performance reviews help us identify areas for improvement and tailor our services accordingly.

3. Customer Satisfaction: We place great emphasis on delivering high-quality services that meet or exceed customer expectations. We continuously monitor customer satisfaction levels and take prompt action to address any issues or concerns.

4. Value-added Services: We offer additional services and resources to enhance the customer experience. This may include training sessions, workshops, and access to industry insights and best practices.

5. Collaboration and Partnership: We foster a collaborative approach, working closely with customers to align our services with their goals and objectives. We seek opportunities for mutual growth and explore innovative solutions to drive success.

By adopting these practices, our aim is to build strong, long-lasting relationships with clients based on trust, satisfaction, and shared success.

Termination Process

We understand that termination processes are an important aspect of any service agreement. In the event of termination, specific clauses, rights, obligations, and responsibilities are outlined in our contract. Our aim is to ensure that termination clauses are fair and transparent, providing clarity on the rights and obligations of both parties. The termination process is designed to be efficient and mutually beneficial, with clear guidelines on the steps to be followed and any necessary notifications or approvals. The cost of migrating data to a new provider as part of the termination and off-boarding process are included in our pricing document under data migration as part of our implementation and training fees section.

Our off-boarding process includes the following steps:

1. Assessment and Planning Meeting: We will first hold an off-boarding meeting with key members of the client's team to understand the main reasons for off-boarding – lessons learned exercise, and to identify the scope of the data to be migrated including application forms, candidate profiles and other documentation.

2. Data Extraction and Cleanup: We will then meet with the appointed team in the client's organisation responsible for the migration of the data as well as members of the new provider to agree all the relevant data in a format suitable for migration. We will then clean up the client's data by removing duplicates, outdated information and any irrelevant data that is not needed by the new system.

3. Data Migration: Once the data has been cleaned and mapped, we will begin the transfer of the data to the new ATS platform using migration tools or APIs. We will work with the new provider to validate the migrated data to ensure completeness and accuracy, comparing it with the original data on our platform. Once the process has been completed the client's account will be deactivated and the data erased.

Our experience

Case Study

Southern Health and Social Care Trust
Recruiting at Scale and Pace – TalentDog Winner of Personnel Today Award for Talent Acquisition Partner of the Year

The Southern Health and Social Care Trust, one of five HSC Trusts in Northern Ireland had approximately 600 care domiciliary care packages outstanding, each package representing both a patient and a hospital bed. Domiciliary care is a critical staff group in the NHS, playing an important role in the patient flow from hospitals as well as preventing admissions by providing high-quality care in patients' own homes. The Trust's goal was to fill more of our domiciliary care vacancies to discharge more patients. The tactic was to recruit at scale and pace with the mechanism being to host three large-scale recruitment open days targeting the Trust's main localities.

Given Northern Ireland's centralised policy for HSC recruitment, most of the Trust's recruitment function had been outsourced to BSO Recruitment Shared Services 'BSO'. From past experiences, the Trust identified that normal recruitment processes namely HRPTS (technology) and BSO RSSC (service) are an impediment to hiring at scale and pace because the technology and processes are neither modern or streamlined. The need for HR teams and hiring managers to operate across multiple IT platforms with separate logins/passwords is as a result of legacy systems operating alongside newer systems that do not work in unison.

A consequence of centralisation is that the Trust has been left with a small resourcing team that is already under significant pressure. Any sustained requirement for additional input or support from the team without improved technology would cause significant capacity difficulties for HR.

Given the scale of the vacancies and the urgent need to accelerate recruitment the Trust needed an all-in-one technology solution; support talent attraction; standardise the application stage; streamline the entire recruitment process; and greatly improve communication to reduce the time to hire.

The Trust selected TalentDog because of their technology, a proprietary cloud system built from the ground up during Covid-19 to deliver candidates faster and at scale. The TalentDog team know and understand HSC/NHS recruitment with a proven track record working for the Department of Health in Northern Ireland in delivering complex, large-scale campaigns within tight deadlines.

As an all-in-one technology partner, TalentDog supported the talent attraction campaign including integrated job board, digital advertising and a branded microsite. The intuitive cloud-based application tracking system (ATS) significantly enhanced recruitment processes by automating repetitive tasks saving the Trust's HR team time. TalentDog greatly improved the visibility of candidate leads being generated by the advertising, helping to measure its impact and ROI.

TalentDog supported both diversity and inclusiveness by being compatible with the screen reader technology required by blind and partially sighted applicants. The platform's interactive CRM helped the Trust HR team to communicate more efficiently and effectively with candidates, while also tracking all stages of the process. The TalentDog team and platform helped the Trust to overcome strict legal mandatory equality monitoring that is required for every HSC employment application made in Northern Ireland by reconfiguring the application form so that anonymised application details could be shared with the Trust's Equality Lead.

The platform's innovative digital employment wallet for candidates, which is a two-factor authenticated secure wallet for candidates to upload and securely store their employment related documents, was instrumental in delivering a significantly reduced time-to-hire.

The effective use of TalentDog as the recruitment technology provider resulted in improved efficiency and better outcomes than had previously been achieved by the Trust. Improved talent attraction with a simplified application stage using TalentDog has resulted in record job applications being received for social care vacancies within the Trust. A total of 302 applications were received, and 162 candidates attended the events exceeding the baseline target of 80 by 102%. Of the 162 candidates that attended the events, 157 received conditional employment offers, a 97% success rate.

In today's competitive job market, and in particular given the high vacancy rates in social care, currently 116 candidates have converted into hires vastly exceeding our target 75% conversion rate of 60 hires. Monitoring of previous Trust recruitment campaigns has highlighted that up to 30% of candidates would typically withdraw from the recruitment process leaving the Trust bereft of sufficient applicants. For this campaign 14 candidates or 8.6% withdrew demonstrating that technology enabled candidate engagement is critical to recruitment success.

TalentDog's digital wallet for candidates greatly improved our time-to-hire by facilitating candidates to upload and store their employment documents in advance

of undertaking mandatory pre-employment checks, reducing our previous time-to-hire by 13 days and well under our baseline target of between 4-6 weeks. The financial benefits to the Trust have also exceeded expectations with the 116 candidates appointed so far providing a cost-per-hire of £517.24.

"The impact was far reaching both in terms of our existing Domiciliary Care staff who were enthused by the significant efforts to recruit staff quickly to their service, and on service users with the increased number of staff available to commence employment in the shortest time possible, particularly for those who have been awaiting a package of care and specifically in 'hard to fill' rural rotas. TalentDog has proven to be faster and more agile than our current recruitment system (HRPTS) in sourcing, selecting, and appointing at scale, and is an end-to-end technology solution inclusive of mandatory PECS." **I. Gough, Assistant Director of HR & OD, Southern HSC Trust**

Client List (UK)
Department of Health Northern Ireland (Social Work), Southern Health and Social Care Trust, Western Health and Social Care Trust, Belfast Health and Social Care Trust, Northern Health and Social Care Trust, South Eastern Health and Social Care Trust.

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