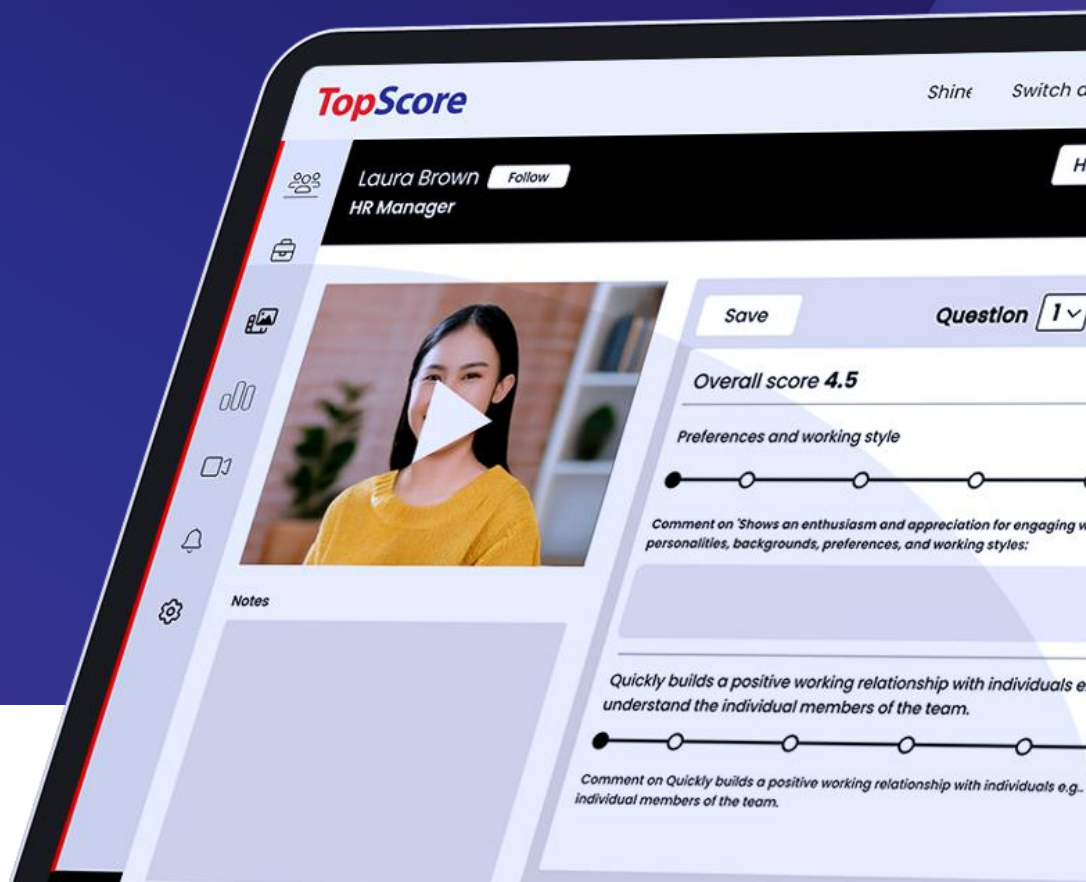


TopScore

Service Definition Document

OneWay video interviewing platform

G-Cloud 15



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Introduction

TopScore is a leading tool for candidate screening and assessment, offering employers on-demand video interviewing (OneWay), live video interviewing and full digital assessment centre software solutions. OneWay by TopScore helps you recruit the best candidates in an efficient and fair manner, while delivering an exceptional candidate experience. With **one-way and live video interviewing** functionality in one user-friendly platform, all your video interviewing needs covered.

What is OneWay?

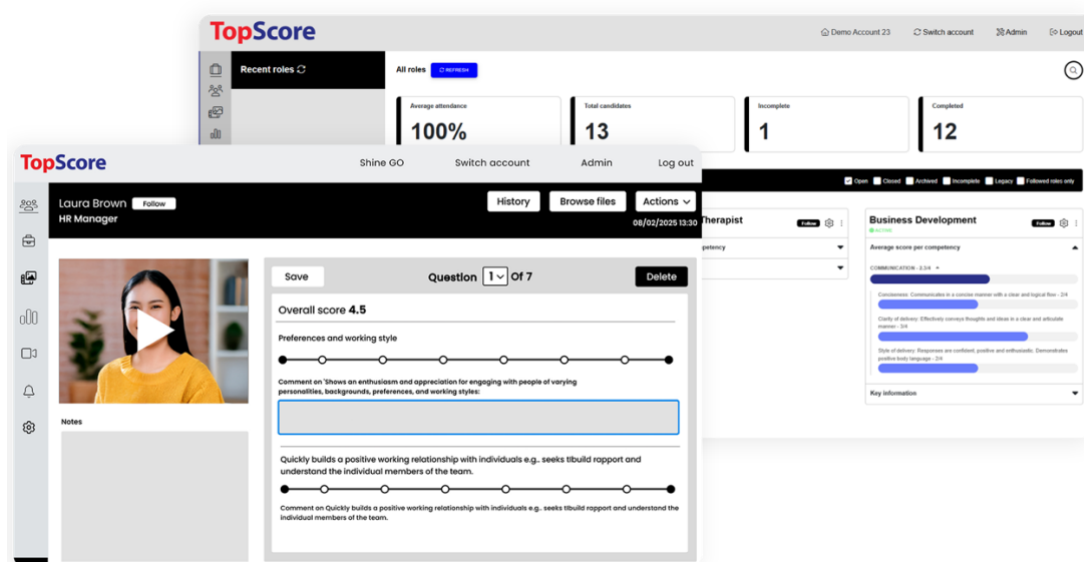
OneWay by TopScore is a fully customisable, highly secure, enterprise level video interviewing platform specifically designed to deliver a remote first end-to-end recruitment process for large enterprises and SMEs alike.

TopScore's aim is to make the recruitment process easier, whilst improving the candidate journey, and OneWay has been proven to cut the time and cost of hiring by up to 70%.

We work with many household names including the Royal Navy, the RAF, Local Government Association, University of London, Sky, Atom bank, NFU Mutual, and the NHS, and support users in over 85 countries.

With OneWay you can improve your recruitment process by:

- using one-way video interviewing to speed-up early-stage screening.
- increasing the diversity of your candidate pool by allowing real consideration to a greater range of candidates.
- conducting live video interviews in a fully branded platform which never requires downloads on either computers or mobile devices.
- easily sharing recordings of one-way and live video interviews with hiring managers, facilitating collaborative decision making, and reducing the likelihood of unconscious bias coming in to play.



Features Checklist

Feature	Available with OneWay
One-way video interviews	✓
Live video interviews	✓
Branded platform and emails	✓
No app or plug-in downloads required	✓
Customisable candidate emails	✓
Candidate SMS alerts	✓
Intro videos	✓
Video questions	✓
Video library	✓
Adjustable recording time	✓
Define number of attempts	✓
Customisable thinking time	✓
Interview evaluation	✓
Scoring and Competency Framework	✓
Comments	✓
Blind review mode	✓
Share recorded videos	✓
Analytics and reports	✓
Bulk invite via CSV	✓
Download interviews	✓
Interview scheduling	✓
Single Sign-On	✓
Multiple brands	✓

Feature	Available with OneWay
ATS integrations	✓
Client user telephone and email support	✓
Candidate telephone and email support	✓
Live training	✓
Online video tutorials	✓
Fully managed onboarding	✓
Dedicated Customer Success Manager	✓
Role-based user permissions	✓
User password complexity	✓
UK-based datacentres	✓
GDPR compliant	✓

Benefits of OneWay

- **No implementation:** OneWay is a Cloud based Software-as-a-Service (SaaS) platform. This means that no software/hardware implementation is necessary, and everything is fully hosted and maintained by TopScore. Set-up and on-boarding can be achieved very quickly by our expert team.
- **Integrate:** The OneWay platform has an open, RESTful API facilitating easy integration with Applicant Tracking Systems, Customer Relationship Management Systems, and other software systems.
- **Branding:** The platform is extremely dynamic and customisable and will be branded in line with your organisation's branding guidelines, as will any emails that are sent to your candidates via the platform.
- **Anytime, anywhere, any device:** All users will have 24/7, 365 access to the OneWay platform, to perform admin functions and review video interviews, via PC, Mac, or internet-enabled Apple or Android mobile device (the OneWay platform is mobile responsive and can be used across mobile and tablet devices). The platform is accessed via web-browser, with all modern browsers being supported.
- **Fully Managed:** We provide you with a dedicated account manager who is the focal point of contact and responsible for the success of the relationship between TopScore and our clients. Your account manager will also manage the on-boarding, training, and will respond rapidly to requests that you may

have. We also work on the basis of having regular account review meetings with you in person and remotely throughout the course of your contract.

- **Future-proofed:** The OneWay platform is built on future-proof, enterprise-grade technology.
 - We are proud that our platform is constantly being updated in line with best practice.
 - The system is capable of handling continuously high levels of concurrent usage, with no limit on how many users can access at one time. TopScore has a proven track-record of working with large organisations, with high-volume recruitment needs, including the Royal Navy, the Royal Air Force, the Local Government Association, NHS Trusts, Capita Resourcing, Atos, NFU Mutual, Nissan Motor Corp., Matalan, and the Post Office.
 - 99.5% system availability.
 - OneWay is fully GDPR compliant, and all data is processed and stored in UK based data centres.
 - Annual Penetration Testing
 - Our enterprise-grade email and SMS delivery system ensures that invitation emails and text messages land in your candidates' inboxes.
- **Real-time reporting and analytics:** The OneWay platform's dashboard lets you see the key metrics for your overall account, with the ability to drill-down into the granular detail relating to individual roles. You can download reports and extract on demand, or if you prefer, your account manager can set up automated reports for you to be sent on a daily, weekly, or monthly basis.
- **Event Scheduler:** OneWay has a built-in scheduling tool which can be used to arrange interview slots (live video interviews or face-to-face interviews) or assessment centres with candidates. Simply set the dates and times available and invite candidates by email. They choose the appointment that works for them, and you can view and manage the schedule in the OneWay platform.
- **Bulk Candidate Import/Invite:** Add and invite thousands of candidates to the OneWay platform with just a couple of clicks by uploading a single spreadsheet to the system.
- **Review, rate and comment:** Rate and leave detailed comments against interviews (for live video interviews) or each individual answer (for one-way video interviews), using the OneWay platform's highly customisable scoring functionality. Scores and comments are recorded against the individual system-user, with the system calculating the average score, making collaborative reviewing possible. All scoring information is available for you to download in a report which can then be shared as you wish.
- **Share:** For both live and one-way video interviews, it is possible to generate 'Sharing Links' which can be sent to unlimited non-users; they click the link and view the video interview in their browser (on both computers and mobile devices), with no need to log-in (this can be disabled if desired). Alternatively, reviewers can be set up with a limited user account on the OneWay platform,

which will enable them to log in and review the video interviews that they have been granted permission to access.

One-way Video Interviewing Functionality Overview

OneWay's video interview technology enables our clients' recruitment teams to obtain video responses to interview questions, from candidates. These questions are displayed on the screen of the candidate's device and answers are recorded via the device's webcam without the need for downloading any app or plug-in, and uploaded online for system users to view.

Interview questions are either presented on screen in text form, or via recorded video questions, which the candidate views on screen. Candidates are able to record video responses in their own time, and assessors review responses at a time that is convenient to them. Once a candidate has completed their video interview, their device automatically uploads their responses to the OneWay platform, where they are immediately available for review.

Key features of OneWay's live video interviewing solution include:

- **Device agnostic:** Candidates can record one-way video interviews on the following devices:
 - PC or Mac with an integrated camera or external webcam.
 - Apple iPad or iPhone (via web browser, no app download required).
 - Android tablet or smartphone (via web browser, no app download required).
 - All text is user-generated and as such the candidate experience can be delivered in any language.
- **Easy-to-use:** Intuitive, dynamic candidate experience, branded in line with your organisation's brand guidelines, across all devices (invitation and reminder emails and SMS messages are also branded and appear to come from directly from your organisation rather than TopScore).
 - no technical set-up required candidates enter platform via their unique link, watch any introductory videos, read any on-screen introductory text, and begin their video interview.
 - Candidates can answer a practice question as many times as they like in advance of beginning the actual interview.
 - If a candidate gets interrupted during their video interview, they can pause the process and return later, picking up where they left off.
 - If you have enabled retakes, candidates can watch each response back, and decide whether they want to re-record their answer, or submit it and move on to the next question.
 - When candidates have answered all questions, their device automatically uploads their videos to the OneWay platform.
- **Fully customisable interviews:** Use our intuitive step-by-step guide through the system to quickly build your video interview role

- Customise the content and Sender Name of the invite emails to candidates, allowing you to fully personalise each step of the process.
- Set the same completion deadline for all candidates or give each individual candidates a set timescale to complete their video interview within.
- Customise all welcome text to guide candidates through the process of completing their video interview.
- Quickly and easily add up to two videos for candidates to view as part of the role to be presented to candidates in advance of completing their video interview.
- Add up to 20 interview questions plus a practice question. The practice question allows candidates to test their device and become familiar with the process before starting to answer the real video interview questions
 - Type in your own questions to be displayed on the candidate's screen or upload videos of your team members asking the questions.
 - Set how long the candidate has to answer (from 15 seconds to 5 minutes).
 - Set the candidate's reading/preparation time for each question (or give unlimited preparation time).
 - Decide whether they have one only attempt, can review and re-record their responses a defined number of times, or permit unlimited attempts.
- Customisable 'Next Steps' message shown when the video interview is completed. These are repeated within the video interview completion email and are an ideal opportunity to communicate next steps with the candidates.
- **Real-time notifications:** If desired, get notified by email the instant a candidate completes their video interview.
- **Automated candidate reminders:** If reminders are enabled, emails are sent to candidates that have not yet completed their video interview as the closing date/deadline approaches, to guarantee maximum candidate uptake.
- **Blind reviewing:** When sharing video interviews directly from the OneWay platform you can, if you desire set the review mode to 'Audio Only' so the reviewer can hear, but not see the candidate, thus safeguarding against unconscious bias relating to the candidate's appearance, ethnicity, etc.
- **Share:** It is possible to generate 'Sharing Links' which can be sent to unlimited non-users; they click the link and view the video interview in their browser (on both computers and mobile devices), with no need to log-in.* You can even send multiple 'Sharing Links' which can be emailed to unlimited recipients in one personalised, one-to-one email, directly from the OneWay platform. Alternatively, reviewers can be set up with a limited user account on the OneWay platform, which will enable them to log in and review the video interviews that they have been granted permission to access.

*This sharing functionality can be disabled if desired.

Live Video Interviewing Functionality Overview

TopScore's live interviewing solution allows clients to conduct, record, store, and share video interviews, with a variety of scenarios catered for:

- **One-to-one video interviews:** Single candidates interviewed by a sole interviewer.
- **Panel video interviews:** Single candidates interviewed by multiple interviewers.
- **Group video assessments:** Multiple candidates overseen by multiple assessors.

Key features of the live video interviewing solution include:

- **Device agnostic, no downloads or plug-ins:** Neither candidates nor interviewers need to download anything to join a live interview using OneWay as interviews are simply conducted via web browser. Live video interviews are compatible with PC, Mac, and both Apple and Android mobile devices.
- **One-click joining:** Candidates and interviewers join live interviews by simply clicking on a link, unique to their interview.
- **Secure:** Only individuals in possession of the unique link can join the interview, and interviewers can lock interview 'rooms' for an added layer of security.
- **Record, store, and share:** Authorised interviewers will have the ability to initiate recording of video interviews, with recorded video interviews being retained securely within the OneWay platform for easy retrieval in the future.
- **Screen-sharing:** Interviewers and candidates can share their screen, facilitating the delivery of presentations, the display of documents, etc.
- **Easy scheduling:** While live video interviews can be scheduled outside of the OneWay platform and then set up in the OneWay platform, the platform's scheduling tool allows you to set the available time-slots and automatically email candidates an invitation to self-schedule and book on to the slot that best suits them (compatible with one-to-one video interviews and panel video interviews).
- **Seamless communication:** Candidates and interviewers receive clear invitation/confirmation emails (branded with your organization's logo and colours), confirming time, date, and link from which to access the video interview.

Why OneWay?

Numerous hiring managers, in house recruiters, and recruitment agencies were consulted to ensure that OneWay offered a fresh take on an existing solution, learning from their frustrations with other video interviewing platforms and created using future proof technology. Many of the businesses consulted are now using OneWay in their recruitment process and they're still contributing to the product's development to ensure it continues to improve and innovate.

Despite all that, we're a friendly bunch and we put people and relationships ahead of technology and numbers. The OneWay experience is about you and your candidates, and we're here to ensure that we can do what we can to streamline your process in a way that's tailored to your needs.

TopScore holds numerous industry certifications including ISO27001 and Cyber Essentials Plus.

Proven Track Record of Quick and Helpful Technical Support

The OneWay platform is built on the most future-proof video recording technology which means that technical issues are few and far between, however, when candidate or client support queries do arise, our dedicated support team always deals with them in a professional, and exceptionally timely manner. We provide you, both client and candidates, with a high level of support:

- Telephone support between 0900-1700 Monday-Friday
- Online/email support outside of the above hours

G-Cloud Client Testimonial

Deputy Head of Recruitment, major ministerial department of UK Government:

"The support the OneWay team have provided us over the last 12 months has been essential in making the introduction and development of video interviewing into the organisation, the great success it has been.

Video interviewing was the 'lighting the fuse' in our digital transformation and we haven't looked back since."