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WHITE PAPER

15 Factors Employers Should Consider When Choosing an ATS Provider

A White Paper from ClearStar



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15 Factors Employers Should Consider When Choosing an ATS Provider

Employers hiring new talent face a common challenge of how to effectively locate job candidates that best fit the company's needs. But recruiting, evaluating, and onboarding candidates can be overwhelming. Luckily, there is an automated solution that greatly reduces the time spent hiring.

An Applicant Tracking System (ATS) is a software application that automates the recruitment and hiring process. ATS solutions provide employers with the tools they need to manage and monitor hiring while streamlining processes in the candidate-to-employee lifecycle, including background checks.

There are numerous ATS solutions to choose from, all offering a bewildering array of features and benefits. While cost is important, a true analysis of an ATS solution is not just the price paid but the value received. Here are 15 factors employers should consider when choosing an ATS provider.

#1 Candidate Experience

If candidates have a poor experience using an ATS due to a lengthy process and slow performance, they will leave. Since the "candidate experience" is an integral part of an employer's branding, employers should have the ATS provider give a first-hand demonstration of the application process.



#2 Customer Support & Implementation

Employers should learn exactly how the ATS provider implements the solution, including specifics in terms of training, support, and timelines. Since downtime and performance issues can be problematic with an ATS, find out exactly what customer support is available and when. The best case scenario is 24/7/365.

#3 Ease of Use

Typically, an employer performs pre-employment screening during or after a job interview. In some states that have passed "Ban the Box" and Fair Chance Hiring laws, there is a requirement that it occurs after the job offer. Regardless, employers are usually screening only finalists that they want to hire for a job.

#4 Financial Viability & Scalability

Since new ATS vendors are popping up almost daily, employers should collect data on an ATS vendor's revenue, financial viability, and years in business to avoid frustration over the lost time and money used to implement a new ATS. Also, if an employer grows and needs additional services, can the ATS keep up?

#5 Integrations

Employers should learn what resources the ATS vendor will provide for integration and be careful about accepting a screening provider only because they are already integrated. It is important to fully vet pre-integrated providers. Be sure to ask if there is a cost for utilizing or adding a new integration.



#6 Job Posting & Social Networking

Since an ATS should have robust job posting and social networking capabilities in order to gain better candidate visibility, employers should make sure the ATS has access to job posting sites and social networking sites and have the ATS vendor take them through the posting process.

#7 Legal Compliance

Whether they do business with the United States federal government or not, employers in the U.S. should make sure the ATS has tracking tools for legal compliance issues involving race, color, religion, sex, national origin, and other relevant factors in order to avoid exposure to lawsuits and fines.

#8 Ownership of Data

Since employers will need their data if they decide to change ATS vendors or their business, they should ask the ATS vendor if they can download candidate resumes and records and find out exactly how they will receive it, in what format, and if there will be a charge for those services.

#9 Performance

Employers should learn about the up-time percentage record and speed of the ATS since slow performance and downtime can lead to lost candidates and opportunities. Find out the ATS vendor's record regarding system outages and where their data centers and servers are located.



#10 Portals

Employers should ensure the ATS has an attractive and intuitive "Internal Candidate Portal" for candidates to access to view positions as well as an "Employee Referral Portal" for employees to refer to their friends. Evaluate these ATS portals for the user experience for both employees and candidates.

#11 References & Evaluation

Employers should ask the ATS vendor for references and prepare a list of questions based on the factors listed in this white paper. In addition, make sure to go beyond PowerPoints and screenshots when evaluating an ATS system. An employer needs to review in detail each and every step of the process.

#12 Reporting

At a bare minimum, an employer should make sure the ATS vendor has a reporting tool that reports information such as time-to-fill, diversity, and source of hire. Check what ATS reports are standard, if customized reports can be run, and how long these reports take to be delivered.

#13 Search

The search functionality of a quality ATS should be quick and accurate with logical results. It should allow employers to pre-screen based on job criteria and filter for particular needs. The ATS vendor should allow employers to perform multiple tests of actual searches on a live system.



#14 Cloud vs. IT

Unless an employer has dedicated Information Technology (IT) resources, employers should want their ATS vendor to maintain and update the system (“Software as a Service” or “SaaS”) so they can hold the ATS vendor accountable and not have to deal with overextended internal IT resources.

#15 Tools & Workflows

Employers should ensure that the ATS can provide the basic tools needed to maintain applicant resume databases, arrange interviews, and manage compliance. By documenting their hiring process, employers will be able to double check that all necessary workflows can be accommodated by the ATS.

ClearStar Has Experience Working with ATS Providers

ClearStar is a leading Human Resources technology company that provides background checks, drug testing, and occupation health screening. ClearStar has many years of experience in working with ATS providers. To learn more, please call (877) 796-2559, email sales@clearstar.net, or visit www.clearstar.net.

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