Epp Sillaste, KPMG Eesti, HR Manager.
They used to use the KPMG corporate custom software but did not like it. They considered other platforms (SinuLab http://sinulab.com/, KHR, etc), but none seemed as easy to use and to combine all the necessary services in one platform.In addition to regular hiring (a few people per month), once per year they have a major hiring drive 300 people.
There are 20 HR managers that recruit/interview/hire the candidates.
Usually they ask 3 video questions, and seek 3 responses between 2-3 minutes long.
KPMG started using it for the lower level positions recruiting initially, but then expanded to all positions as they were happy with the time savings and performance.The thing they love the most from the platform =time savings. Recruitlab saves at least 50% compared to previous software.
They like the ability to automate many tasks, especially:

- Drag/Drop functionality,
- Automatic Notices,
- Schedule View,
- Talent Pool,
- Easy instant Job Ads

They like RecruitLab so much that they have agreed to serve as a reference for other clients, and have done Webinar presentations to promote RecruitLab

Keter Luhaorg, Sandman (Euronics).

She started working at Euronics last year, the work was done in excel, but she asked the HR Manager for RecruitLab and got approved (she had used different software in her old job, something more ancient that did not have functionality or integrations at all). She hires 50-60 people per year, very different job profiles (drivers, sales managers, etc.) for very many shops and she includes the HR Manager and the shop managers as limited users (her package allows for 15 people, she hasn't hit that limit yet, if she does, she'll swap those out who are not currently actively hiring, as she thinks it'll get a bit too expensive with more people than that, although thinks it delivers enough value for the price currently).She chose it based on the demo and she has kept looking at other provider demos since then (not because she wants to switch, but to keep up with the market) and she thinks nobody else still does the same level of integrations and automations. And what convinced her was also that the team behind it is recruiters themselves and understand how to make a recruiter's life easier.One of the main values she pointed out was transparency and increased respect for her work - previously, when the shop managers could not see the entire process themselves, they would nag her about lack of progress or why things were slow. And now when they can see it for themselves and see that there are serial applicants who keep applying to everything but are not qualified or don't accept the offer, they understand her work much better and she feels more understood and respected.She loves the ability to integrate and transfer candidate information automatically between projects - previously, if the same candidate applied for the same open position in three different shops, she would have to do three times as much work, now she just changes their status once and it trickles down to all projects. She says it saves her literally days, not just hours.She also recruits in Latvia and Lithuania, says those are more LinkedIn-driven projects, so more manual, even though the candidates still end up in RecruitLab eventually (she had just heard about the LinkedIn plugin, hadn't tried it out yet, but was very excited).She also praised their customer service, said all of them were very responsive and quick. She had also briefly

spoken to Karl, because they moved their general HR system to HiBob and asked RecruitLab for integration with that as well (and they're paying for the development work on that integration), as they want to move the selected candidate in the end seamlessly into actually being an employee. She also praised Karl, said he seemed very hands-on and can-do attitude. They had also asked for an integration with an Irish jobs board and gotten that too. Basically she said they never say no to anything.Her one complaint was that she thinks the job ads are a bit formulaic and restrictive, she would want to do something cooler with them, so she asked for specific tailored coding help to make them better, but that she understood that they learned from that and are making the product better to offer that functionality to everyone automatically.Once again she seems to genuinely love the product.

Hurtigruten Group- **Brit Pannel,Recruiter & HR Consultant,**

Company: Hurtigruten is a cruise company. They have 270 employees. Back office and customer support is in Estonia.
Value: Hurtigruten saves approximately 75% time for HR staff in the recruitment process. The main benefit is the automatisation. RL is used primarily for filling “Travel Consultant” positions. Key part is understanding how well candidates can speak other languages. Brit has used it personally for 871 candidates. Company has ca 200 candidates per month in English, less for French and other languages
Before RecruitLab they used email exchanges, CV review, pre-interviews and then phone interviews. With RL the process is now “easy peasy.”
With RL can usually skip first steps and in addition the videos offer an idea about the persons “motivation.” Video interviews also give a better idea about how the person interacts on zoom/teams etc. for the job.
“Hiring managers are really happy” because of all the time saving***Usage***: She uses the tool every day. Usually she prepares 3 pre-scripted Questions (text and/or video) - this is usually enough to get a good overview of client language and communication skills. HR managers are added on the platform by tagging, adding to projects, no CVs are sent separately - eliminates emails.Candidates like that they dont have to download anything, and can answer on their smart-phone. Usually 1 minute response time is enough.
With asynchronous video people get several attempts for an answer - this is useful indicator of skills and proficiency. People can submit answers when convenient for them. Candidates understand the platform - applicants from around the world (Sri Lanka, India, etc) have all been able to use the platform - “only 1 or 2 from 800 have had trouble using the platform.”Recommendations to other potential users - “It has made my life really easy”
“I recommend they use the system... it’s very good software - I like the visuals, I like the automations… it’s time saving for everybody.” Automated answers are very useful. Feedback from candidates is very good.

Kristi Leppik.
She’s used RecruitLab for one and a half years, started at Rademar, where she had 300 sales positions to fill, people always changing, 500 candidates for a job. She says she would not have been able to manage it without RecruitLab there. When she left to become a freelancer / start her own agency, she took RecruitLab with her out of convenience - she says she theoretically could also manage the current level of flow with a speeadsheet, but she got so used to RecruitLab and the price is affordable enough to use it as a bit of a luxury and share with her clients too (she pays for their limited accounts). She likes it for multiple reasons: 1) she has an IT background herself, so she hates doing anything redundant - RecruitLab helps her avoid any extra unnecessary

steps due to automations (which she loves, she mentioned them multiple times). 2) RecruitLab helps her clients protect their brands by reducing the number of candidates who end up hating the company at the end of the process - she says she had been looking for this kind of tool five years before RecruitLab started because she simply wasn't able to politely decline all candidates herself, someone always fell through the cracks and it damaged the brand. Now she can automatise the declines in a way that still feels like a human spoke to them. 3) She also loves their customer support (full disclosure: she knows Paavo and the entire team really well, has acted as a bit of an informal adviser in the past, she was the one who recommended the asynchronous videos, so she's definitely biased, but she also seemed like a very frank and honest person). As a negative she said that at some point it felt like they were changing the product too fast to keep up, but they fixed it with the webinars that now explain all the new features. And she says there's been a lot of them over the last year and she's had many of these "aha moments" where she didn't realise she needed something, but when the feature appears, she loves it - like the LinkedIn plugin, she says it saves her so much time, she can't even imagine how she did without it. She also has high praise for Karl, she says he's a real coding fanatic and every time she suggests some sort of an improvement, Karl comes back with a feature a month later. One of those that she also really loves is the landing pages, she says she's not a designer herself at all, but the tool allows her to make more beautiful things than she ever expected that also summarize a company's entire information really well. And she actually has one US startup client who recommended the landing page to everyone because they had never seen anything like this in US (btw. it's an ex-google founder and she would love some help finding them a kickass Python data engineer in Estonia. Very decent salary. If anyone knows of anyone looking, link is here: https://recruitlab.co.uk/i/ikigaitalent/jobs/5/developer). She didn't consider many alternatives to RecruitLab because the Estonian language support was important to her. She's also been active in UK market and thinks there's nothing equivalent there. She considered something that sounded like Recur or Recure, and those guys apparently told her that RecruitLab is so young it will probably run into data maintenance issues, but it has not happened at all, it runs smoothly and fast at any number of candidates she has thrown at a project. She also says that RecruitLab's video interviews probably killed something called Videolind or Lindy in Estonia. (I've never heard of them, although I now remember there's something called VideoCV I think, maybe also worth a look). Overall, she's very positive about them, says she would invest herself if she had money and that she sees no obstacles for them being able to get really big clients (she also said their sales guy is a closing machine, very un-Estonian).