The Buyer's Guide to Applicant Tracking Systems

2019 edition

TrustRadius

Table of Contents

1

Why Read This Guide?

Finding and recruiting top talent is a must for every kind of business. Applicant Tracking Systems (ATS) have developed to more efficiently and effectively serve this need and to give companies and recruiters an advantage over the competition. However, certain ATS products have also specialized in unique feature sets and outreach capabilities. Combined with the wide number of ATS software available on the market, this has made it less clear which features and resources are an essential part of your ATS.

This guide seeks to provide recruiters and hiring managers with a free resource to help them make better purchasing decisions based on insights from software end-users. Our goal is to help you differentiate between 8 widely used ATS providers to find one that will meet your recruiting needs. This guide is based on detailed information from 2,820 ATS software reviews and ratings published on TrustRadius, as well as 134 additional survey respondents about their experience with these solutions. Each review and rating has been individually vetted by a TrustRadius researcher to ensure we're providing authentic feedback from real end-users of the software.

Over 25,000 people have visited the ATS category page in 2019.

In this guide readers can find:

> Information about the most essential ATS software features.

> Insights about the biggest challenges fellow HR professionals have faced when purchasing and using ATS products.

> Summary profiles of 8 of the most popular Applicant Tracking tools and systems on the market, including pros and cons and user demographics.

200,000+ reviews from 100% verified users

About TrustRadius

TrustRadius is the most-trusted review site for business technology, bringing transparency to the $3.7 trillion B2B market. We help buyers make confident decisions with in-depth reviews and ratings from real software users. Every reviewer on TrustRadius is authenticated and every review vetted by our Research Team before publication. We also help vendors engage and convert buyers by putting their customer's voice to work, authentically and at scale.

Headquartered in Austin, TX, TrustRadius was founded by successful entrepreneurs and is backed by the Mayfield Fund and LiveOak Venture Partners.

To learn more, visit www.trustradius.com.

2

Buying Insights from Hiring Professionals

Technology trends have opened new opportunities for recruiting ideal candidates, but they also raised candidates' expectations of the application experience. Hand delivered resumes have traded off with LinkedIn application portals and candidate-centric recruiting strategies.

74% of hiring professionals conduct inbound recruiting, according to our latest survey.

Inbound Recruiting & its Impact on Recruiting Software

Inbound recruiting, a strategy that emphasizes company branding and cultural impact in the job marketplace and developing long-term relationships with specific candidates for immediate or future openings, has become a standard but not universal approach to recruiting. Of survey respondents, nearly 3 in 4 work for an organization that either solely conducts inbound recruiting or uses a mix of inbound and outbound recruiting (outbound recruiting being a focus on searching for actively job-seeking candidates). The inbound recruiting rate among the survey respondents indicates that inbound recruiting has become the norm, but some organizations have yet to adopt the strategy. While inbound recruiting isn't a perfect fit for every type of position (such as high volume or low-skill openings), it can be influential when sourcing competitive talent.

Applicant Tracking Systems have developed capabilities tailored to facilitate inbound recruiting. Most significantly, many leading ATS products have implemented Candidate Relationship Management databases to help recruiters keep long term track of candidates—even if a candidate isn't currently on the market. CRM capabilities were also reported in our survey as most frequently being the most important feature to hiring professionals achieving their recruiting goals.

Nearly 1 in 5 hiring professionals pointed to candidate relationship management as most important to achieving their recruiting goals.

Candidate Relationship Management shares similar functionality with, and supports the same activities as, Customer Relationship Management software used by sales and marketing teams (explaining why vendors frequently refer to these features as "recruitment marketing"). This similarity has led some ATS vendors, such as Bullhorn and JobDiva, to present their products as dual ATS/CRM offerings for both HR and client-facing teams to use.
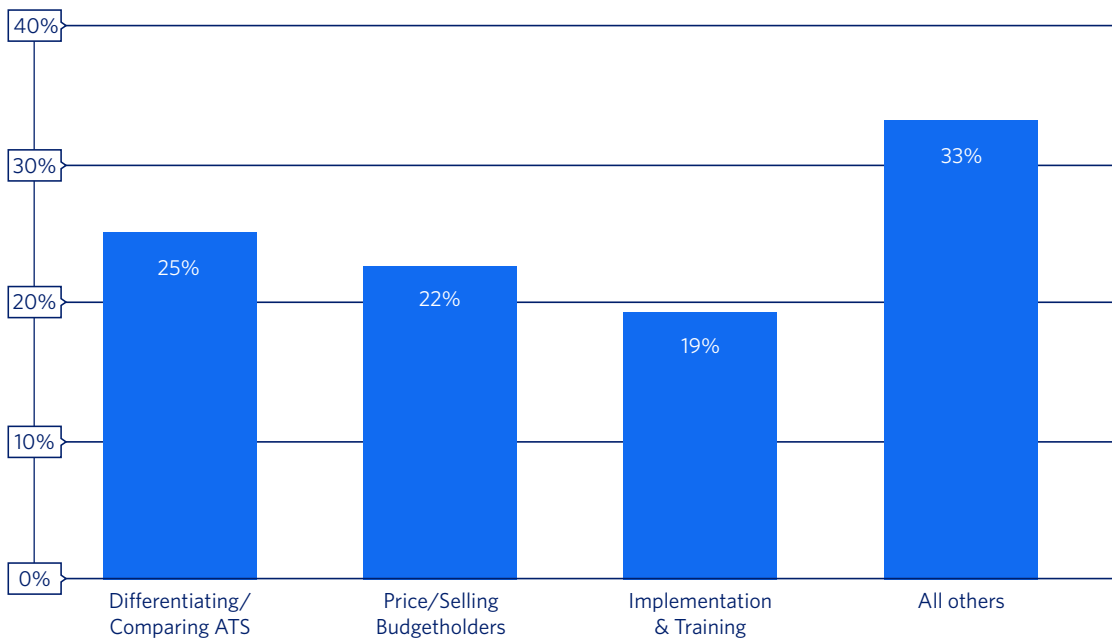
Challenges for ATS Buyers and Users

Applicant Tracking and Recruiting Systems have evolved to address the modern recruiting environment, but buyers still struggle to differentiate between products and know which offering is the best fit for them. In a recent survey, nearly half of respondents who identified their biggest challenge in selecting, purchasing, or using their ATS pointed to differentiating between products or selling their budget-holders on the purchase as the biggest challenge. Implementing the software and getting employees up to speed was also a common challenge. Among respondents who identified a primary challenge, nearly 70% pointed to one of these 3 challenges.

Nearly 10% of respondents said they've experienced no challenges with their ATS.

ATS Users' Biggest Challenges

Challenge	Percentage
Differentiating/Comparing ATS	25%
Price/Selling Budgetholders	22%
Implementation & Training	19%
All others	33%

Differentiating between options and finding what fits your needs

90% of survey respondents are happy with their ATS's feature set.

The most frequent challenge hiring professionals reported was finding the product that best fit their needs and stood above other options. Hiring professionals frequently expressed the feeling of overchoice, or being overwhelmed by all of the possible options. Similarly, they struggled to make meaningful distinctions between the options and filter for the best products.

Finally, hiring pros found it difficult to make sure a product met their business needs. This could mean it was difficult to verify vendor claims about their product, or that buyers didn't have a clear list of what their needs were from a new ATS.

Here are some of buyers' biggest challenges in their own words:

> *Being overwhelmed by how many different options there were to choose from and making sure this software would fit with our hiring policies.*

> *There were a LOT of other vendors in this space so it was difficult to focus on 2-3 vendors for selection.*

> *Making sure that they had everything our company needed from recruiting, onboarding, document storing.*

Tips for Buyers

Have an idea of what you want out of an ATS before looking at feature sets. Invest the time on the front end building out your ideal feature list, and determine which features matter the most *to your business*. Questions to ask yourself include:

> How many people do we need to hire annually or monthly?

> How intensive is our interview/screening process?

> Do we want to prioritize recruiting passive candidates as well as active job-seekers?

> What kind of reporting do we need to be able to do?

Selling your team/boss on the product's price

Most business software buying is now done by committee. This means that along with individual product evaluations, buyers have to spend even more time and energy coordinating with the rest of the committee and making sure everyone's on the same page internally. Buyers we surveyed found the price of ATS products was a frequent sticking point when trying to get other members or budget-holders on board. Finding a pricing model that is a good fit for buyers also proved a challenge for some ATS users. In their words:

93% of respondents who know the cost think their ATS delivers good value for the price.

Pricing. Some companies we looked into were not upfront with how much they cost. Or they would change the price halfway through the negotiation. Also, some of the demos were kind of weak.

Working within our own procurement team was the biggest struggle, [the vendor] was great but our company can be sticklers at times when it comes to software purchases.

The pay-as-you-go pricing model was a tough sell to upper management considering we hire around the year.

The biggest challenge was presenting it to my Board of Directors and convincing them that it was worth the price. I also spent a lot of time comparing programs and reading reviews.

Tips for Buyers

You can preempt the challenge of getting executive buy-in and having everyone on the same page internally by bringing in other stakeholders involved in the decision-making process. Including other stakeholders' interests early in the process can mitigate potential conflict and hesitancy later on in the selection process.

> Do you need to have anyone else's approval in your organization in order to purchase an ATS?

> If there are other people that have say over the final decision, find out what matters to them. What features or capabilities have an impact on their roles?

Implementation and Training

Adopting new technology, and new processes that come with it, can be hard for anyone, and hiring professionals are no exception. Once buyers have purchased a product, the biggest challenge they most commonly faced was the implementation process, particularly getting employee buy-in and training them on the new system. Even if everyone supports the new system, getting all employees to adopt the new software can still be a challenge. In buyers' experience:

90% of users would buy their ATS again.

The hardest challenge was convincing the team to let go of the old method of recruiting such as spreadsheet tracking etc and showing how smart ATS can make our life easier, some staff members are old fashion.

Implementation and going from one ATS to this one. It took a lot of work, and a lot of change for the organization.

The learning curve took longer than expected to get the entire team on board and using it.

Tips for Buyers

Planning for how to implement your ATS takes two stages. First, understand what the impact is on your employees' lives and how to make the transition easier for them, for instance:

> What are the biggest changes that recruiters and managers will experience when switching to the new ATS?

> What support and training would be most beneficial to your end users?

Second, find out from vendors what support they have for implementation and training. Three key areas to investigate are:

> What does the process look like for transferring data from your existing systems onto their ATS? (If you want to think very long term, also ask how how easy it is to move data off their platform as well).

> What training materials does the vendor provide? How customizable is the support for training?

> How long does the implementation and data migration process typically take? Knowing this will help you budget time and resources for the implementation.

90% of users involved in the selection/purchase process thought their ATS lived up to vendor promises.

3

Spotlight on 8 Leading Applicant Tracking System Providers

Applicant tracking has become a crucial part of sourcing quality talent across industries and company sizes. Utilizing the right ATS can streamline your recruiting process and help you find, attract, and hire the right people for your business. Getting an overview of some of the leading products can provide a foundation for evaluating and selecting the best recruiting product to fit your needs.

There are 199 ATS products listed on TrustRadius.

This guide aims to give you an overview of 10 of the most reviewed Applicant Tracking Systems on TrustRadius. An exhaustive list of products can be found in the Applicant Tracking Systems category on our website.

The product profiles in this report showcase aggregate data from reviews collected on TrustRadius, including the most commonly identified pros and cons from the most recent reviews (up to 30, within the last 2 years), quotes from reviewers, and customer demographic information. In order to be included in this guide, products must meet the following requirements:

> The product's primary category must be Applicant Tracking Systems

> The product must have at least 20 reviews

> The product must be 'customer verified'—indicating there have been at least 10 new or updated reviews within the past year

This guide focuses on the standalone ATS solutions, and does not include ATS capabilities within larger HCM suites. Many large vendors package their HR software offerings as HR Management, or HCM suites, but the specific features and capabilities can vary dramatically between suites. It can also be difficult to find user feedback on the ATS capabilities of these suites specifically. If you're interested in exploring full HCM suites, you can find and evaluate products on our site and read our Buyer's Guide to HR Management. The solutions listed are also organized by the market focus of the product based on reviewer demographics, with enterprise-focused products first.

Product Comparison Tables

	Overall Satisfaction Rating	Product Metrics			Reviewer Company Size			Comparison Information
	trScore	# of Reviews	Share of Traffic	Small	Midsize	Entreprise	Most Compared To
iCIMS Talent Acquistion Software Suite	7.1	47	5.2%	6%	39%	55%	Workday HCM Jobvite Bullhorn
SmartRecruiters	8.2	103	5.1%	17%	34%	49%	Greenhouse ZipRecruiter Workday HCM
JobDiva	8.4	84	6.7%	14%	43%	42%	Bullhorn iCIMS Talent Acquistion Zoho Recruit
Greenhouse	8.2	45	4.4%	13%	74%	13%	Lever Workable iCIMS Talent Acquistion
Jobvite	8.2	52	2.5%	6%	60%	33%	iCIMS Talent Acquistion Greenhouse Hirevue
Jazz HR	8.3	32	2.8%	26%	60%	13%	Breezy HR Greenhouse Hireology
Bullhorn	7.3	52	3.4%	34%	47%	18%	JobDiva iCIMS Talent Acquistion Vincere.io
ZipRecruiter	7.5	26	10%	42%	44%	15%	Linkedin Talent SmartRecruiters Hireology

Product Comparison Tables

	Overall Satisfaction Rating	Feature Rating							
	trScore	Job Requisition Management	Company Site Posting	Publish to Social Media	Job Search Site Posting	Customized Application Form	Resume Management	Duplicate Candidate Prevention
iCIMS Talent Acquistion Software	7.1	7.5	8.4	6.6	8.1	7.6	8.2	5.7
SmartRecruiters	8.2	8.4	8.5	8.3	8.5	7.5	8.0	7.3
JobDiva	8.4	9.7	8.2	8.1	9.7	8.6	9.8	7.5
Greenhouse	8.3	8.7	9.1	8.7	8.6	8.1	8.2	8.6
Jobvite	8.2	8.1	8.0	8.8	8.0	7.7	7.5	6.9
Jazz HR	8.3	8.6	8.8	8.2	8.2	8.8	8.0	6.5
Bullhorn	7.3	9.0	8.2	8.5	7.9	8.3	7.8	6.9
ZipRecruiter	7.5	7.6	7.7	7.8	7.6	6.9	7.1	6.0

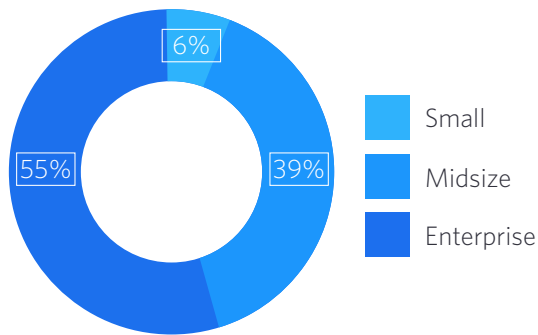|	Overall Satisfaction Rating	Feature Rating							
	trScore	Candidate Search	Applicant Tracking	Collaboration	Task Creation & Delegation	Email Templates	User Permissions	Notifcations & Alerts	Reporting
iCIMS Talent Acquistion Software	7.1	7.4	7.5	6.2	6.6	7.1	7.8	6.4	7.8
SmartRecruiters	8.2	8.7	9.0	7.9	7.6	7.6	8.3	7.4	7.0
JobDiva	8.4	8.5	9.2	9.7	9.2	8.9	8.4	9.0	9.7
Greenhouse	8.3	7.3	8.6	8.3	7.6	8.4	8.2	8.3	7.9
Jobvite	8.2	7.2	8.1	8.1	7.4	8.0	7.2	7.7	7.1
Jazz HR	8.3	7.9	8.6	8.7	8.0	8.6	7.8	8.1	7.0
Bullhorn	7.3	8.2	9.3	8.4	7.3	7.0	7.1	7.1	7.1
ZipRecruiter	7.5	6.9	6.9	7.3	6.3	7.3	8.1	7.9	6.7

iCIMS Talent Acquisition Software Suite

★★★☆☆ **Score** 7.1 out of 10

iCIMS Talent Acquisition Software is a set of recruitment capabilities designed to support the full recruitment and hiring process, including some onboarding features. It includes 3 modules targeting recruitment marketing, communications, and hiring, as well as their UNIFi platform, which centralizes your recruitment systems together into one view. The recruitment management suite includes customizable career sites and a CRM for recruiting passive candidates. The communications set includes a chatbot with natural language processing, as well as traditional communications channels like texting and email management. The hiring suite allows users to automate workflows in Applicant Tracking, offer management, and onboarding.

Reviewer Company Size Distribution

- 6% Small
- 39% Midsize
- 55% Enterprise

Top 5 Reviewer Industries

- IT & Services | 9
- Marketing & Advertising | 7
- Staffing & Recruiting | 5
- Hospital & Healthcare | 5
- Computer Software | 5

Great Fit For: Large businesses with multiple hiring locations. Also a good fit for businesses looking to scale their hiring and who have the resources to support substantial training on the platform.

PROS

⊕ **Easy-to-use interface**
(mentioned in 5 reviews)

Easy to use pipeline interfaces that allowed me as a senior team member to allocate applicants to our team of screeners in a sleek, intuitive fashion.

Verified User | Human Resources
Recreational Facilities and Services Company

⊕ **Candidate management**
(mentioned in 4 reviews)

iCIMS makes it easy for me to see who has applied for which roles, and to view resumes, cover letters etc... iCIMS makes it easy for a hiring manager to quickly triage candidates into "buckets" based on whether there is further interest in a candidate, or whether to reject a candidate.

Verified User | Engineer
Pharmaceuticals Company

CONS

⊖ **Reporting**
(mentioned in 5 reviews)

Wish there was a way to report on how many applicants were not selected based on a reason type and for what job or by what manager. This would allow us to do further trending as to why we are not selecting or hiring candidates.

Angie P. | IT Operations Analyst
Hospital & Health Care Company

⊖ **Lack of needed training**
(mentioned in 4 reviews)

It's a "big" system. It takes some training... Great when you can train from the ground up. It's a beast. It takes some time to learn. If you have the resources to really have your team utilize all of the things it can do, you'll love it. If you're hoping for an overnight solution, this isn't the one for you.

Emily T. | Recruitment and Retention Specialist
Transportation/Trucking/Railroad Company

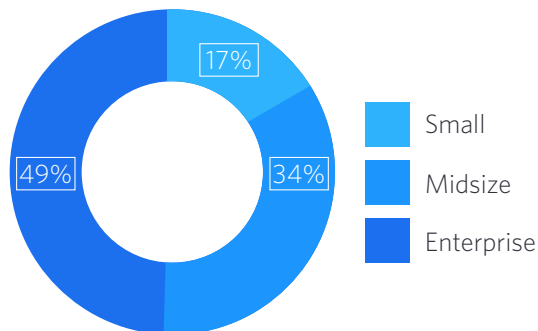Interested in learning more about iCIMS Talent Acquisition Software? Read reviews on TrustRadius.
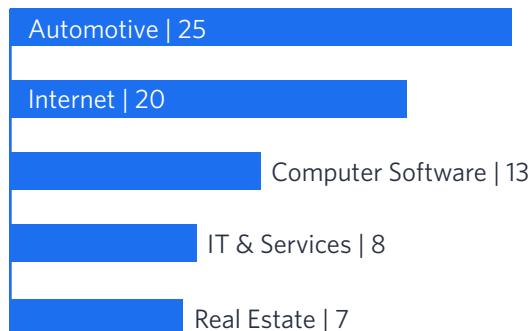
SmartRecruiters

⭐⭐⭐⭐ TR **Score** 8.2 out of 10

SmartRecruiters is a globally focused talent acquisition platform. It offers the standard tools for leading recruiting platforms, including custom career pages and company branding, a CRM, candidate communications, internal collaboration, and offer management. SmartRecruiters also provides multiple avenues for sourcing candidates, including event recruiting. The platform focuses on self-servable configurations tailorable to each business' specific recruiting needs. A limited version of the ATS is free for startups with 10 job postings or less.

Reviewer Company Size Distribution

- 17% Small
- 34% Midsize
- 49% Enterprise

Top 5 Reviewer Industries

- Automotive | 25
- Internet | 20
- Computer Software | 13
- IT & Services | 8
- Real Estate | 7

Great Fit For: Enterprises and midsized companies preparing for high growth into the near future. SmartRecruiters is also a great fit for companies focusing on scaling their recruiting processes in complexity or customizability.

PROS

⊕ **Recruiter interface**
(mentioned in 17 reviews)

Ease of use when entering candidate's information, uploading documents, using templates for emails, etc.

Nyvia P. | HR Staffing & Benefits Coordinator

⊕ **Collaboration**
(mentioned in 6 reviews)

Hiring managers like to see the candidate traffic flow and view resumes as they come in. It's a good way for the hiring managers to be involved in the process and a good collaboration exercise for the team. Hiring managers can also give feedback right away rather than waiting for days.

Amit V. | Senior Talent Acquisition Consultant
Internet Company

CONS

⊖ **Glitches**
(mentioned in 4 reviews)

General bugs in terms of performance (slow loading time, broken links, error messages)... mostly concerning candidate applications which inexplicably disappear. It seems like this happens more often than with other consumer applications I use.

Verified User | Manager in Professional Services
Computer Games Company

⊖ **Pricing**
(mentioned in 4 reviews)

SmartRecruiters could easily use some lower tier pricing packages - particularly for super small companies with smaller budgets who may be unable to keep up one year agreements. Option to downgrade during time of need, or during lull in hiring, should be easy.

Verified User | Manager in Information Technology
Retail Company

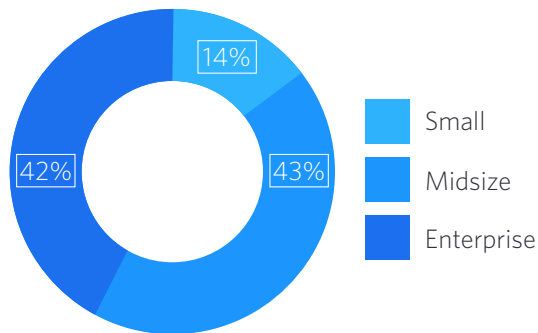Interested in learning more about SmartRecruiters? Read reviews on TrustRadius.
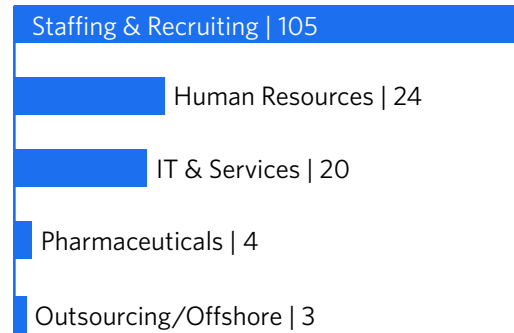
JobDiva

★★★★☆ **TR** **Score** 8.3 out of 10

JobDiva provides a spectrum of recruiting capabilities, including support through onboarding and some talent management activities. JobDiva also offers Candidate/Customer Relationship Management with functionality for recruiting and sales members simultaneously. The vendor specializes in its "harvesting" capability, by which the software constantly automatically sources new resumes for review. JobDiva also emphasizes its natural language processing, which filters and scores resumes that best match the provided job description, as well as suggesting other open positions a resume also scores well with. It also supports reporting on recruiting progress and activity, including automated data collection for reporting on real-time recruiting efforts.

Reviewer Company Size Distribution

- 14% Small
- 43% Midsize
- 42% Enterprise

Top 5 Reviewer Industries

- Staffing & Recruiting | 105
- Human Resources | 24
- IT & Services | 20
- Pharmaceuticals | 4
- Outsourcing/Offshore | 3

> **Great Fit For:** Staffing and recruiting organizations, particularly IT and professional staffing, or other skilled industries that highly emphasize resume qualifications in recruiting. JobDiva is also good for organizations with dual ATS/CRM needs.

PROS

⊕ **Automated resume/candidate harvesting**
(mentioned in 11 reviews)

Harvesting resumes for the selected job positions automatically, which helps us in selection of the correct match, by comparing and selecting the candidates... it automatically keeps on recommending you the correct matched candidates for the selective roles by harvesting it for us.

Jayant M. | Technical Recruiter
Human Resources Company

⊕ **Candidate search & management in database**
(mentioned in 11 reviews)

It creates a database of the of the candidate's profiles which can be used to serve repetitive job requisition of the client. There's a particular feature that I like the most i.e. Creating Hotlists. It helps helps to serve a repetitive job requirement.

Mohit S. | Technical Recruiter
Staffing & Recruiting Company

CONS

⊖ **User interface speed/usability**
(mentioned in 11 reviews)

Faster and better performance (Sometimes gets struck and not able to load in time).... UI need[s] to be improved more and made more comfortable.

Vinesh B. | Lead/Senior Technical Recruiter
Information Technology & Services

⊖ **Filtering options**
(mentioned in 10 reviews)

It should have more filters related to resume search like sorting by graduation date, resume freshness by day, month and year.

Unnat P. | Senior Technical Recruiter
Staffing & Recruiting

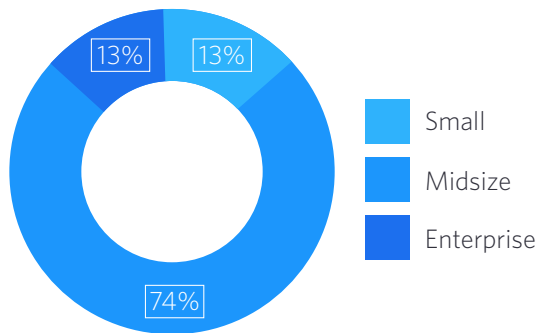Interested in learning more about JobDiva? Read reviews on TrustRadius.
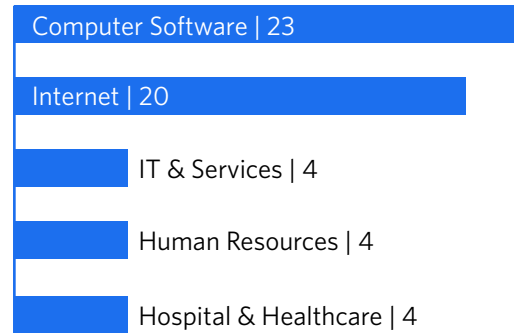
Greenhouse

★★★★☆ **TR** Score 8.3 out of 10

Greenhouse is a recruiting software with a foundation in ATS and CRM capabilities. Greenhouse is organized into four products: Recruiting, Inclusion, Onboarding, CRM, and an Events App. The platform's recruiting capabilities include the ATS and hiring features, including social media publishing and support for employee referrals. The events app connects physical points of contact at hiring events with the beginning of your recruitment pipeline. The platform also supports the interview process with questionnaires, assessments, and candidate scorecards. Greenhouse is also expanding its Diversity & Inclusion features throughout the recruitment process, including measuring and reporting on inclusivity.

Reviewer Company Size Distribution

- 13% Small
- 13%
- 74% Midsize
- Enterprise

Top 5 Reviewer Industries

- Computer Software | 23
- Internet | 20
- IT & Services | 4
- Human Resources | 4
- Hospital & Healthcare | 4

Great Fit For: Midsize companies who incorporate many employees into the hiring process, including non-recruiting or hiring manager personnel. It is also good for companies that are growing and want to scale their ATS with their business.

PROS

⊕ **Interview scorecards & assessments**
(mentioned in 11 reviews)

Greenhouse enables you to customize on who you want to receive candidate evaluation feedback. I am able to add on a hiring manager to evaluation notifications or another key interviewer. When an evaluation form or scorecard as Greenhouse calls is filled out, I get an email with the feedback... I also like the fact that you can customize the evaluation form with detailed requirements.

Avni S. | Senior Talent Partner-HR Operations
Information Technology and Services Company

⊕ **Employee referrals**
(mentioned in 10 reviews)

It simplifies and organizes the referral process. I don't have to email HR to refer employees anymore... I can track where referrals are in the interview process very easily, so I don't have to ask anyone about the status of a referral.

Tanner W. | Senior Copywriter
Public Relations & Communications Company

CONS

⊖ **Reporting**
(mentioned in 7 reviews)

The reporting function was difficult to navigate and would time out prior to getting results... If you need a lot of reporting or have a huge recruiting team, I don't know if Greenhouse has the reporting capabilities necessary.

Christine A. | Senior Clinical Recruiter
Human Resources Company

⊖ **Price**
(mentioned in 4 reviews)

Greenhouse is expensive, and there are basic functions that cost extra. For example, if you want to categorize candidates that you might not be able to hire today, but may have a role in the future that is relevant- you would have to pay extra for a "CRM" for the ability to keep these candidates in the 'candidate pool.

Mariam B. | Talent Acquisition Director
Market Research Company

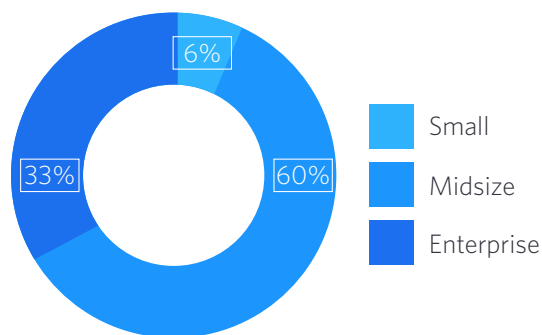Interested in learning more about Greenhouse? Read reviews on TrustRadius.

Jobvite

★★★★☆ **Score** 8.2 out of 10

Jobvite's recruitment offerings have recently been expanded to two main solutions. The first is Jobvite Hire, the ATS product traditionally synonymous with Jobvite. It provides core ATS features, such as custom career sites and white labelling, customizable workflows, and recruitment reporting. Like traditional ATS products, it focuses on administrative efficiency, particularly automating tasks like scheduling and candidate ranking. The second solution, a recruitment marketing platform, services inbound recruiting needs. Its functions include a CRM, candidate sourcing, and recruiting campaigns, with an emphasis on social media posting. The platform is designed to complement a business's preexisting ATS or HRIS.

Reviewer Company Size Distribution

6%
33%
60%

Small
Midsize
Enterprise

Top 5 Reviewer Industries

Internet | 10
Computer Software | 10
IT & Services | 9
Marketing & Advertising | 7
Staffing & Recruiting | 4

Great Fit For: Midsize to large companies who want to maximize the value of social media networking in recruiting, particularly employees' social networks. Is also ideal if your user base is less tech-savvy.

PROS

⊕ **Social media posting**
(mentioned in 9 reviews)

It is also a great system to use to recruit through social networks...Everyone in the organization can help source for candidates from their networks so it is not just the recruiters, HR and managers sourcing the candidates. Once a person sends a jobvite to their LinkedIn network, email contacts etc., it has the capability to keep track of who initially referred the job.

Verified User | Manager in Human Resources
Telecommunications Company

⊕ **User interface**
(mentioned in 8 reviews)

The layout and user interface is streamlined, easy to follow, and easy to use. This helps those that are less tech-savvy figure out the system quicker and cuts down on redundant steps for us recruiters, so it saves time and wasted efforts.

Verified User | Contributor in Human Resources
Education Management Company

CONS

⊖ **Reporting**
(mentioned in 5 reviews)

Reporting - Very hard to use. Standard reports are not particularly helpful and custom reporting tool takes trial and error to get what you need. It's evident the reporting was created by an engineer and NOT a staffing person.

Eric B. | Director of Global Staffing
Computer Software Company

⊖ **User access control**
(mentioned in 4 reviews)

User access control - The ability to restrict certain recruiters to access requisitions and candidates associated with their office, country, or region... Jobvite is well suited to organizations that don't need to segment access to information on the basis of office, country, or region. If you need user access control on this basis, it will probably not meet your needs.

Verified User | Manager in Human Resources
Public Relations & Communications Company

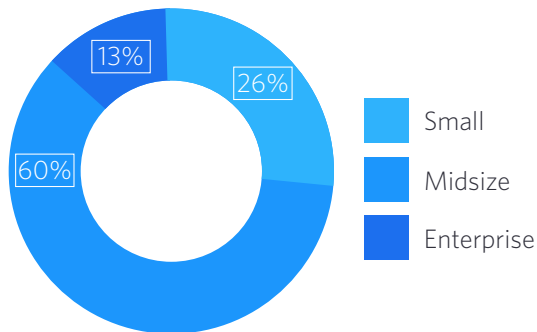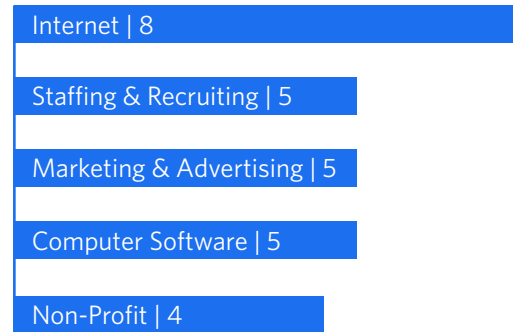Interested in learning more about Jobvite? Read reviews on TrustRadius.

JazzHR

★★★★☆ **TR** Score 8.3 out of 10

JazzHR is an ATS suite with capabilities designed to support the full recruitment and hiring process. In addition to core ATS features, JazzHR provides customizable workflows, automation, and white labelling. These features are designed to enable consistent personalized communication with candidates and collaboration across hiring teams and internal stakeholders. The platform also offers a toolkit for interviewing candidates, as well as offer document management, templatization, and eSigning. JazzHR offers reporting, with an emphasis on compliance and recruiting process efficiency. The availability of various features scales by pricing package.

Reviewer Company Size Distribution

- 26% Small
- 60% Midsize
- 13% Enterprise

Top 5 Reviewer Industries

- Internet | 8
- Staffing & Recruiting | 5
- Marketing & Advertising | 5
- Computer Software | 5
- Non-Profit | 4

> **Great Fit For:** Midsize companies with consistent hiring volume. Also great for companies that want to automate workflows and centralize candidate data for the full recruiting and hiring process.

PROS

⊕ **Customizable workflows**
(mentioned in 10 reviews)

> *Creating tasks for the hiring managers and having the ability to send email prompts for reviews of candidates helps keep the workflow moving and helps hiring go quicker and more smoothly.*

Katie M. | Corporate Recruiter
Marketing & Advertising Company

⊕ **Data management & centralization**
(mentioned in 8 reviews)

> *It aims to organize and proceduralize the interview, examination, collaboration process for potential employees... It helps me coordinate with colleagues the tracking and progression of a candidate through the hiring process. Most importantly, it allows me to discuss candidates by referencing my feedback and interview notes.*

Verified User | Account Manager in Product Mgmt
Health, Wellness and Fitness Company

CONS

⊖ **Integrations (especially with Outlook and calendars)**
(mentioned in 10 reviews)

> *...the integration with Microsoft Outlook struggles when there are "all-day events" on the calendar that aren't marked as busy. Since we use those type of events frequently, it makes that functionality difficult to use for us.*

Verified User | Professional in Human Resources
Education Management Company

⊖ **Reporting**
(mentioned in 5 reviews)

> *The reporting could be better, not as many options as I would like. For example, you can't see when an applicant was put in a certain stage in your recruiting process. And it won't let you see how many people you hired in the last 90 days, it will only show people you hired who APPLIED in the last 90 days.*

Miranda R. | Human Resources Generalist
Warehousing Company

Interested in learning more about JazzHR? Read reviews on TrustRadius.

Bullhorn
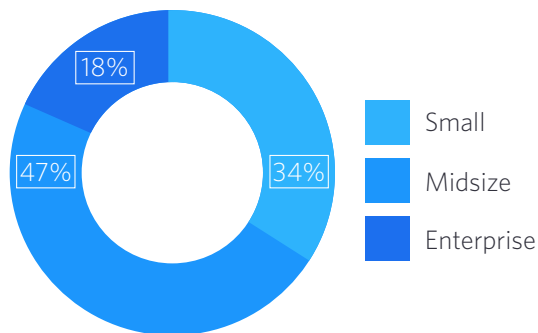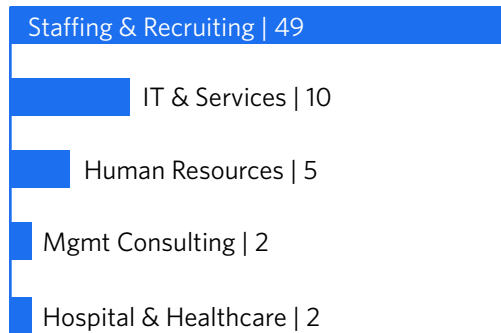
★★★½☆ TR **Score** 7.3 out of 10

Bullhorn is one of several companies that makes use of the closely aligned functionality of Candidate Relationship Management and Customer Relationship Management systems. It provides the core ATS functionality, including candidate progress tracking and filtering, as well as communications and resume management that coincides with CRM functionality sales representatives need. Because of this dual capacity, Bullhorn specializes as a dual ATS and CRM product. It also recently acquired Erecruit to expand its applicant tracking and pay and bill capabilities.

Reviewer Company Size Distribution

18%
47%
34%

- Small
- Midsize
- Enterprise

Top 5 Reviewer Industries

Staffing & Recruiting | 49

IT & Services | 10

Human Resources | 5

Mgmt Consulting | 2

Hospital & Healthcare | 2

Great Fit For: Staffing organizations and recruiters who need to manage candidate pools over time. It can also work well for businesses who need both an ATS and a CRM.

PROS

⊕ **Candidate progress tracking**
(mentioned in 10 reviews)

> *This allows for us to see every candidate who has ever been contacted and also keep track of our candidates, where they're at in their job search, record when we contacted them and how we contacted them, as well as track where we're at in the recruitment of the jobs we're working.*

Alexa B. | Technical Recruiter
Staffing and Recruiting Company

⊕ **User-friendliness**
(mentioned in 9 reviews)

> *It's easy to fetch the right candidates from the database with the right filters. You can also find them with the first and last name, email ID, or even with the phone number. It makes life easy when it's time to check who is calling just by looking at your caller ID and typing the number in Bullhorn.*

Verified User | Professional in IT
Staffing and Recruiting Company

CONS

⊖ **Candidate search**
(mentioned in 5 reviews)

> *Searching databases can be clunky at times (certain contact searches don't always return data from lead database).*

Jeff A. | Director of Sales
Staffing and Recruiting Company

⊖ **Customization**
(mentioned in 5 reviews)

> *Customizable support for the out of the box small business solution. To add custom fields there is a 'hosting fee'…in the sales process it was explained that you'd pay to get a customs price but wasn't clear that you'd have to pay such a hefty fee each month to access that custom piece.*

Jessica R. | Client Services Manager
Staffing and Recruiting Company

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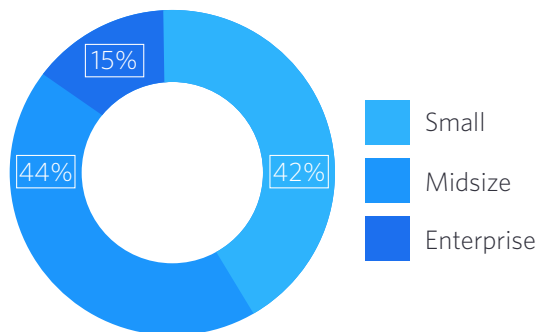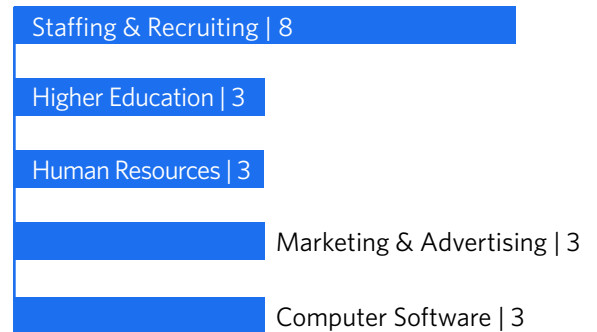# ZipRecruiter

★★★★☆ **TR** **Score** 7.5 out of 10

ZipRecruiter is a cloud-based platform that combines the candidate sourcing and screening process onto one platform. It offers a narrower feature set than other ATS platforms with the goal of serving as a cheaper alternative, or complement, to larger ATS products. It includes access to the platform's candidate database, a mobile interface, social network site integrations (including LinkedIn), and posting to 100+ online job boards. However, it lacks tracking features, instead focusing on candidate sourcing and consolidating recruiters' candidate search workflows. Available features vary by pricing plan and range from resume database access to integration with your external ATS.

Reviewer Company Size Distribution

- 15%
- 44%
- 42%

Small
Midsize
Enterprise

Top 5 Reviewer Industries

Staffing & Recruiting | 8
Higher Education | 3
Human Resources | 3
Marketing & Advertising | 3
Computer Software | 3

> **Great Fit For:** Companies looking to maximize job posting exposure, automate resume matching, and offer a 1-click application process to make applying easy for candidates. The combination of 1-click application and AI-driven resume matching allows you to view as many resumes that are aligned with your posting as possible.

PROS

⊕ **Accessible and easy user interface**
(mentioned in 8 reviews)

> *They make the process of posting positions relatively easy. While there are plenty of details to help round out your job posting, the UI is simple and easy to use.*

Verified User | Manager in Human Resources
Security and Investigations Company

⊕ **Resume search**
(mentioned in 4 reviews)

> *Having the ability to search resumes for qualified candidates is a definite time saver... You can search multiple applicants, add notes to their profile and rate the candidates...You have the ability to search for candidates by keyword, City, Zip, or even by setting a radius from your location.*

Ray F. | Chief Operating Officer
Staffing and Recruiting Company

CONS

⊖ **Average candidate quality/fit**
(mentioned in 7 reviews)

> *ZipRecruiter makes it almost too easy for candidates to apply for roles using their one-click apply method. This leads to many unqualified applications for open roles. The platform should look to offer more options for employers to source candidates better. While it does offer the ability to add screening questions, it lacks more specific-related questions to truly test a candidate's skills.*

Verified User | Administrator in Human Resources
Staffing and Recruiting Company

⊖ **Candidate filters**
(mentioned in 5 reviews)

> *I struggled with finding filters based on location and/or if candidates were willing to relocate. We had candidates applying from all over that had no intention of relocating.*

Erin H. | Recruitment Coordinator
Marketing and Advertising Company

Interested in learning more about ZipRecruiter? Read reviews on TrustRadius.

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