



## RESUMate, Inc.

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*Professional Recruiting Software Since 1988*

**White Paper, May 2005**

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### A detailed comparison of how the Lite and the Professional versions of RESUMate software automate different steps in the recruiting process

#### Executive Summary

The Lite version and the Professional version of RESUMate automate different parts of the overall recruiting process. Each is designed to save time and improve productivity, but the focus of the two products is very different.

- \* **The RESUMate Lite version saves time**, by automatically converting resume text documents into database records.
- \* **The Lite version improves productivity** through its search function, which allows a recruiter to search thousands of resumes in just a few seconds, for the purpose of finding suitable candidates for a particular job opening.

*The hiring process, however, does not end with the identification of potentially qualified candidates. The process continues, largely focused on interviewing candidates, until one or more successful candidates have been hired.*

*The RESUMate Professional version picks up the hiring process at the point that the Lite version ends. The Pro version is a relational database program that integrates records of people, both candidates and hiring managers, with client and job records.*

- \* **The RESUMate Pro version saves time** by automatically filing all related records that are needed throughout the hiring process. Filing, an important administrative job that helps a firm operate more efficiently, is essentially eliminated in an operation that uses the RESUMate Pro version.
- \* **The RESUMate Pro version improves productivity** by creating a standardized, disciplined record-keeping system that makes it possible to manage the recruiting process, and also by giving the recruiter instant, one-click access to all of the information needed to get the most benefit possible from every interaction with candidates and hiring managers.

Where the Lite version of RESUMate solves the problem of dealing with large numbers of records (thousands or tens of thousands of resumes), the Professional version solves the problem of collecting related data spread among various kinds of records (people, clients, jobs) and then presenting this data in various management reports, as well as making it accessible for easy on-screen use when dealing with hiring managers and candidates.

*These concepts are explained in detail in the pages that follow.*

### **What the RESUMate Lite version does:**

The Lite version of RESUMate is a software tool that converts text resumes into searchable database records.

RESUMate Lite is so efficient, that It takes almost **no effort or time** for a recruiter to convert a text version of a resume, (whether in the form of an e-mail message or an attached file), into a complete and easy-to-search database record.

- \* The **effort** required is a couple of mouse clicks.
- \* The **time** required is about 10 seconds.

The database record that is created with so little time and effort is a very complete record, (name, address, phones numbers, e-mail addresses, dates, key facts, plus the full text of the resume itself), and can serve a variety of purposes, such as making notes after phone calls, and scheduling call backs and follow up activity with the candidate.

The most important function of the database of course, is searching. RESUMate Lite allows the user to find all of the records in the database that match any conceivable profile. Any data element in the record can be used for searching, in combination with any other data element(s), usually for the purpose of finding suitable candidates for a particular job opening.

### **What benefits does the Lite version offer:**

It's easy to see the benefits RESUMate Lite brings to anyone whose job includes reading, filing, and searching resumes.

Most recruiters see tens or hundreds of new resumes each week. The number of resumes on file quickly reaches into the thousands and tens of thousands. It's obvious that a computer is the right tool to handle records in these volumes.

Without the search capability of RESUMate, it would take hours to search through thousands of records, in an attempt to find all of the potentially suitable candidates for a particular job opening.

### **What the Lite version does not do:**

The RESUMate Lite version maintains a single database file of candidate records. It does not include records for client companies, nor does it contain records for job orders. [NOTE: In a corporate HR department, think of client companies as being departments or locations, and job orders as being requisitions].

In practice, this means that the Lite version is not really suited to tracking a candidate through the complete hiring process. *The productivity contribution of RESUMate Lite ends at the point that potentially suitable candidates have been identified in the context of some specific job opening. This is no small contribution, but once candidates have been identified, the Lite version plays only a minor role in the continuing hiring process.*

Obviously, the hiring process does not end at the time that potentially suitable candidates have been identified. Searching to find suitable candidates is the beginning of the process, not the whole process.

The hiring process ends only when one or more candidates have been hired to fill the previously open position. Between searching and hiring stands the interview process, and the question to be explored next is how can database software, such as the Professional version of RESUMate, save time and boost productivity for the person managing this important stage

of the overall hiring process.

Although notes can be entered into the database record as the candidate progresses through the interview process, there are no functions in the Lite version itself to make this process more efficient.

### **What the RESUMate Pro version does:**

The Pro version of RESUMate starts by adding two more files to the candidate file that is created and maintained in the Lite version.

In a search firm, the first new file is a file of “client companies,” and the second is a file of “job orders.”

In a corporate HR department, the client file can be thought of as a file of “departments or locations,” (or any administrative unit that creates requisitions), and the second new file is a file of job openings or requisitions.

The Pro version of RESUMate then integrates these three sets of files (people, clients, jobs) into a **relational database** that tracks candidates through the complete hiring process.

The key term here is **“relational database.”** In order to understand exactly what the Pro version of RESUMate does, and more importantly how it saves time and contributes to productivity, this is the term that needs to be understood.

### **What exactly is a relational database?**

A relational database is a set of files in which records of different types can be internally cross-referenced.

*In a relational database of recruiting records, such as the Professional version of RESUMate, several kinds of cross references can be maintained.*

- \* Candidate records can be linked to job orders or requisitions.
- \* Job orders or requisitions can be linked to the client or department from which they originated.
- \* Hiring manager records can be linked to client records.
- \* Hiring manager records can also to job order or requisition records.

*These links of course work in both directions:*

- \* Job order or requisition records can be linked to candidates
- \* Client or department records can be linked to job order records.
- \* Client or department records can be linked to hiring manager records.
- \* Job order or requisition records can be linked to hiring manager records.

### **How easy or hard is it to create these links between records?**

The good news is that it takes almost no time or effort to create these links in the Pro version of RESUMate.

- \* When hiring manager records are created, they’re automatically linked to the client company or department in which they work. You really don’t need to do anything to create the link.

- \* When job order records are created, they too are automatically linked to the client or department from which they originated. Again, there is nothing that you need to do to create the link between these records.
- \* Creating the link between a hiring manager and a job takes 2 or 3 clicks, and literally 1 or 2 seconds.
- \* Creating the link between a candidate record and a job order record also takes 2 or 3 clicks, and again just a few seconds.

The bottom line is that all of the links between records in the Pro version of RESUMate are created automatically, simply by using the software to create new records, and then to record send out dates, interview dates, etc. There is truly nothing “extra” that needs to be done.

In the words of an experienced RESUMate user: *“After 4 years of using RESUMate, I’m still amazed by the simplicity of the way all the data is linked together.”*

### **What’s the point of all of this internal linking or “cross-referencing”?**

There are two issues here: one involves saving time, and the other is concerned with productivity.

The time savings issue starts with the fact that filing, *i.e. keeping records in an organized, easy to access system*, is important to the efficient functioning of any business.

- \* It takes time to file things, and the payback for keeping files up to date only comes when some particular record is needed.
- \* Time spent looking for a record that has not been filed properly is wasted time, in the sense that it always takes longer to find a mis-filed or un-filed document than it would have taken to file it in the first place.
- \* The problem resides in the fact that some documents will never need to be found again, and so taking the time to file all documents, knowing up front that only some documents will ever need to be retrieved, may itself be a waste of time.
- \* Not keeping all files up to date all the time is a non-lethal form of record-keeping Russian roulette, and in a world in which clerical and administrative costs must be kept to a minimum, a lot of recruiting related records are often left un-filed.

### **In an ideal world, recruiting records would be filed as follows:**

All job orders and requisitions would be cross-filed under the client or department from which the job opening originated.

All job orders and requisitions would also be cross-filed under the hiring manager responsible for interviewing candidates for that opening.

All candidates applying for a position would be cross-filed with the record for that job order or requisition.

Correspondingly, all jobs for which a candidate applied, or for which the candidate was interviewed, would be cross-filed with the candidate’s record.

All candidates submitted to a hiring manager for consideration on a particular job would be cross-filed with that manager’s record.

Filing paper records in this “ideal” system is obviously not practical. It would involve making multiple copies of documents, such as resumes, and then filing these copies in folders, such

as a job order folder, or a client folder, or a hiring manager's folder.

A more common approach is to use an Excel spreadsheet to track candidate interview activity by job, but this, too, is time consuming and difficult to keep up-to-date.

Using the Pro version of RESUMate, this "ideal" filing system is always up to date, and the time and effort required to maintain it is essentially zero.

**In the Pro version of RESUMate, all of these relationships between records can be viewed with a single click, or with no clicks at all:**

*From, a client (or department) record, a single click displays:*

- \* All jobs ever originating from this source
- \* Active, open jobs only, originating from this source
- \* Inactive, closed jobs only originating from this source

*From a hiring manager's record, a single click displays:*

- \* All jobs ever associated with this manager
- \* Active, open jobs associated with this manager
- \* All candidates ever sent to this manager for interviewing
- \* Only candidates currently being interviewed by this manager

*From a job order record, all candidates who applied for this job, or who were interviewed for this job are automatically displayed, with no clicks.*

*From a candidate record, all jobs for which this candidate applied or was ever interviewed are automatically displayed, with no clicks..*

The time-saving benefit of the RESUMate Pro version is that the filing of all records in any way related to candidates, hiring managers, clients, and jobs is always accurate and up-to-date, and that the administrative time and cost to do this is essentially zero.

**Having accurate and up-to-date files is obviously preferable to having a filing system that is inaccurate and out-of-date, but the question remains: what good does this really do? Specifically, how does the Pro version of RESUMate contribute to productivity?**

*The Professional version of RESUMate contributes to productivity in two ways:*

1. The cross-filing of records in the Pro version creates a standardized, disciplined record-keeping system that makes it possible to **manage the recruiting process**. (Managing the process is more important when several recruiters are involved in an organization, but it's also important for even a single recruiter).
2. The cross-filing of records in the Pro version gives a recruiter instant, one-click access to all of the information needed to get the most benefit possible from every interaction with candidates and hiring managers. No conversation is ever limited or hindered by a lack of information. All of the information needed to move a transaction to the next step in the hiring process is always just a mouse click away.

**Managing the recruiting process requires having the necessary information to answer such questions as:**

- \* Which jobs are open, and what is the current status of all candidates who are being considered for these jobs?
- \* How long are jobs open before potential candidates are being identified?
- \* Are there open jobs for which no potential candidates have been identified?
- \* Of the candidates submitted on a job, how many have been accepted to be interviewed? How many have progressed to a second interview? How many have been rejected? How many offers have been extended?
- \* Now ask all of the above questions, but only for one specific recruiter.
- \* Now ask all of the above questions, but only for one specific client.
- \* Now ask all of the above questions, but only for jobs associated with one specific hiring manager.
- \* How many new jobs have been opened in the last week, month, or year?
- \* How many new candidates have been identified in the last week, month, or year?
- \* How many interviews took place in the last week or month? How many are scheduled for the next week or month?

The Professional version of RESUMate standardizes record-keeping and then cross-files related records, so that answers to these questions are easily extracted from the database. (A companion program to the RESUMate Pro version, called RESUMate Manager, creates 1-click reports that answer many of the questions listed above).

**The cross-filing of records in the Pro version of RESUMate also helps a recruiter move transactions efficiently through the hiring process when dealing both with candidates and hiring managers.**

**Candidate interactions:**

*Start by putting the candidate's record on your screen.*

- \* With zero clicks, see all of the jobs on which this person has ever been considered. See active, current jobs only, or see a complete list of both active and closed jobs.
- \* With one click, see the exact interview status of any job in the list.
- \* With one more click, see the full record for the job itself, including any detailed position description, "must have" requirements, "should have" requirements, etc.
- \* With one more click, see the full record for the client company.
- \* With one more click, see the full record for the hiring manager responsible for this job.

**Hiring manager interactions:**

*Start by putting the hiring manager's record on your screen.*

- \* With one click, see all of the jobs for which this person is responsible.
- \* With one click, see just the active, open jobs for which this person is responsible.
- \* With one click, see the interview status of all of the candidates who have ever been forwarded to this hiring manager to be interviewed.
- \* With one click, see the interview status of only those candidates being interviewed by this hiring manager on active jobs.
- \* With one click, jump from the interview status screen for a particular candidate to the full database record for this person.

## **Conclusion**

The Professional version of RESUMate helps a recruiter save time and be more productive during that part of the recruiting process that begins with the first interview for an open position and continues until one or more persons have been hired.

It maintains a comprehensive filing system, integrating records of candidates, hiring managers, clients, and job openings. All related records in these sets of files are automatically cross-filed, so that once a record is on the screen, all related records are just a click away.

By maintaining integrated files of standardized, disciplined records, RESUMate Pro allows a recruiter to manage the recruiting process, and also provides instant and easy access to all of the information that is needed during conversations with candidates and hiring managers.

Where the Lite version of RESUMate solves the problem of dealing with large numbers of records (thousands or tens of thousands of resumes), the Professional version solves the problem of collecting related data spread among various kinds of records (people, clients, jobs) and then presenting this data in various management reports, as well as making it accessible for easy on-screen use when dealing with hiring managers and candidates.