Hudson – Faster reference checks and a better user experience with Referoo

Hudson Australia is a leading recruitment firm with nationwide coverage. They know that matching people to the right roles to create that perfect 'fit' fuels business success and transforms people's lives. Hudson is passionate about doing an incredible job for their clients and candidates, and creating a fulfilling workplace for their people where they can be successful.

The Challenge

With a large and active recruitment agency to support, Chief Technology Officer David Hassan needs to ensure that the Hudson team have the best technological solutions available.

"We are careful to ensure that when we bring in technology that it provides our team with a strong, positive user experience. It also needs to stack up from a business case perspective, so we need something that is both cost-effective and provides a positive user benefit," Hassan said.

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Prior to Referoo, we used another technology platform to manage the reference checking process. We place approximately 100,000 candidates a year, so reference checking, as you can imagine, is a time-intensive process for our team.

Hassan wanted to review the technology stack that Hudson employed. The previous reference-checking solution was reviewed and this led Hassan and his team to look at alternative solutions.

"We wanted to see what else was available on the market. We had a number of criteria we needed a technology partner to meet, including being able to integrate with our CRM/ATS," Hassan added.

The Solution

Hudson took advantage of the opportunity to test Referoo. "The free trial allowed our team to pilot the solution, rigorously testing Referoo in a real-world environment. The support that Chris and the Referoo team gave us from day one in ensuring we had a positive experience was outstanding."

For Hudson, beyond just cost savings, criteria such as usability were incredibly high on the requirements list when assessing a reference checking solution. "The feedback from our staff around usability was very strong for Referoo. In fact, we had no negativity at all around the solution from a user perspective."

With positive feedback from the recruitment team testing the solution, Hudson was confident that they had found the right reference-checking tool in Referoo.

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It was really pleasing to me to see that there was strong enthusiasm from the wider Hudson team to see this rolled out. That was an important piece of feedback that really made the decision to choose Referoo a simple one.

The Benefits

For Hudson, Referoo has delivered immediate benefits; not only has it reduced costs, it's also uncovered some surprising results in the reference-checking process.

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We have a high volume of reference checks being processed at any one time. Referoo has improved our ability to turn around references faster while adding in functionality such as the ability to detect fraudulent references. It provides us with a really feature-rich application.

"What's been really pleasing is the superb level of customer service we have received post-sale. There's been a sharp focus on our success and Referoo are only too willing to help us ensure that their solution works in the best possible way for our team, something we've leveraged significantly. This will contribute to our ongoing success and ensure that we have technology that fits well with our other solutions across the business.

"That ongoing commitment to working with Hudson is fantastic, and I would highly recommend the Referoo team to anyone looking to improve their reference-checking process," concluded Hassan.

Referoo