

A person is working on a laptop at a wooden desk. Their hands are visible, typing on the keyboard. A smartphone is lying on the desk next to the laptop. A white mug is in the foreground. The scene is lit with warm, low-key lighting, creating a professional yet relaxed atmosphere.

**Hiring mobilized for the
end-to-end hiring experience.**

the buyers guide

Hire★Vue

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HireVue Hiring Experience

platform

Hiring is hard. Finding your star candidate takes time. Scheduling feels like a never-ending game of tag. It's impossible to get back to every applicant. How are you supposed to tackle your to-do list and free up enough time to focus on more strategic initiatives?

HireVue enables a faster, fairer, friendlier hiring experience for hiring teams and candidates alike. On one platform, you can move the needle on your most pressing hiring challenges - from time to hire, to new hire diversity, to candidate experience.

While there are many vendors who can help with pieces and parts of the hiring process, HireVue is the only Hiring Experience Platform™ built to transform the way you engage, screen, assess, interview, hire, and connect.

This buyer's guide takes you through key questions and considerations when comparing HireVue to other HR tech vendors in 6 key categories:

- ◆ Functionality
- ◆ Science
- ◆ Usability
- ◆ Security
- ◆ Pricing
- ◆ Ecosystem



With ballooning to-do lists and increased expectations of hiring teams, it's important you find tools that can eliminate day-to-day transactional tasks (think scheduling interviews) and empower you to focus on transformational tasks (think candidate experience). Here are the solutions and functionality to make it happen.

HireVue Hiring Assistant

Automated workflows driven by conversational AI powers your ATS for your recruiters while keeping candidates engaged and informed through their preferred channels - text, WhatsApp, and webchat. Personalize their job search, answer FAQs, ask prescreening questions, send reminders, and more.

HireVue Assessments

Assess candidate's skills and potential through engaging games, interviews and coding challenges that are tied to key job-related competencies.

HireVue Coordinate

Automatic interview scheduling and rescheduling reduces phone tag and time to hire. Coordinate also supports automated scheduling for large hiring events.

HireVue Builder

Rapidly create interview templates validated by IO psychologists based on identified job attributes and skills. This creates an interview and rating structure that empowers hiring teams and improves hiring decisions and fairness.

HireVue OnDemand

OnDemand video interviews let candidates interview when and where they want. Hiring teams see a more complete picture of the candidates and can make better decisions faster.

HireVue Live

Complete face-to-face interviews through video chat. Achieve that same experience as in-person interviews without the need to travel.

Conversational AI and automated workflows

In the chatbot era, there is no excuse for candidates that feel forgotten. Omni-channel virtual assistants that power key hiring workflows meet candidates where they are and keep them engaged from job search to employee - all without lifting a recruiter's finger.

What can a virtual hiring assistant do to help lighten your load and create better hiring processes?

Job search

Text to apply and web chatbots can help facilitate the job search. Job seekers can easily ask FAQs and quickly find the best-fit role to apply for.

Pre-screen

Leverage chat to accelerate post-application engagement and prescreen to ensure minimum qualifications such as "are you available on weekends?" are met before sending a candidate to an OnDemand interview or assessment.

Reminders

Keep candidates engaged and completing tasks with reminders and updates through their start date.

Chat-powered workflows

Automate moving candidates through the ATS based on their chat responses.

Video interviewing

Many people look at video interviewing as a band-aid solution when in-person interviews aren't possible, but with intention-built video interviewing solutions integrated with your ATS, hiring teams are turning it into a standard part of their process. Why? Video interviewing is a competitive advantage.

OnDemand interviewing

- **Structure.** Create a structured process where all candidates are asked the same questions in the same way. Even better, these questions are rigorously tested to make sure they are accessible, mitigate bias, and tied to job-related competencies.
- **Flexibility.** Allow candidates to interview on their own time, anywhere.
- **Dynamic.** Resumes are biased and a poor predictor of performance. Get to know people, not paper.
- **Branding.** Highlight introduction and closing videos that highlight your employer brand and get candidates excited about the opportunity they are interviewing for.

Live video interviewing

- **Support.** Intention-built video interview solutions with candidate support representatives and resources.
- **Collaborative.** Save and share recordings in a secure way across multiple evaluators with built-in rating systems.
- **Frictionless.** It's easy to join. No apps or downloads.

Assessments

Interview, game-based and coding assessments consistently help companies identify high-quality candidates faster while minimizing bias by measuring job-related competencies.

Why are modern assessments becoming a hiring process staple?

- **Measure what matters.** Assessments evaluate competencies predictive of job performance, providing an objective data point to help make science-backed hiring decisions.
- **Quickly prioritize candidates.** Assessments prioritize the best candidates quickly using IO-driven selection science and machine learning.
- **Mitigate bias.** Data scientists identify bias in the hiring process and remove it to create more equitable hiring outcomes.
- **Engaging candidate experience.** Game-based assessments are an engaging way to get detailed candidate competency data.
- **Look beyond the code.** When hiring technical talent, you can assess more than coding proficiency. Gain insight into their ability to problem-solve and communicate.

Scheduling

Eliminate scheduling (and rescheduling) headaches with automation.

1. Trigger text and email interview invites either manually or through workflow automation.
2. Candidates self-select time from compiled availability.
3. Hiring teams open their calendar to scheduled interviews.

What to look for in a scheduling solution:

- Supports multiple interview types. From 1:1 to events.
- One-click rescheduling.
- Seamless calendar integrations.





The most vital aspects of hiring technology aren't the flashy dashboards or simplified interfaces, but the science behind the features. When selecting a partner, do your due diligence on the science and ethical principles behind the solution.

Look for a partner who rigorously validates their tools and tests for adverse impact. One that constantly improves their algorithms to mitigate bias. One who more than meets, but exceeds industry standards.

HireVue's Science

- A robust team of 20+ in-house data scientists and IO psychologists.
- The first HR technology company to create an expert advisory board and publicly release a set of AI ethical principles.
- A pioneer in AI transparency and validation with a series of independent, third-party audits.
- Provide annual audits of algorithms.



usability

Your solution should be great for both sides of the hiring table. How do you achieve both a great candidate AND recruiter experience?

For candidates:

- **Fast.** Candidates don't like being strung along. Get to a yes or no quickly.
- **Communication.** Every candidate deserves a reply. In the age of conversational AI, there is no excuse for a resume black hole.
- **Support resources.** Interviewing is stressful enough. Look for a partner with great candidate support to resolve technical issues or questions.
- **No downloads.** Getting hired shouldn't require app downloads or usernames. Make getting the job easy.
- **Interview reusability.** Repeating steps for similar roles within the same company leaves candidates frustrated.

For hiring teams:

- **Easy collaboration.** Permissions are crucial when working with sensitive hiring data. Look for robust permissions and easy sharing.
- **No busywork.** Technology should alleviate hiring headaches, not create busywork such as data management.
- **Clean integrations.** You are aiming for a seamless ecosystem, not a clunky tech stack.
- **Freedom from the mundane.** When implementing new HR tech, anticipate serious time savings and flexibility, so you can finally have time for your dream projects.

Security

A woman with long, wavy red hair and bangs is smiling while looking down at a laptop. She is wearing a maroon V-neck t-shirt. A brown leather bag is visible in the foreground. The background is a blurred indoor setting with white chairs and tables.

In our modern, interconnected world, the importance of software security cannot be overstated. And in an industry with sensitive hiring data, you need an HR tech partner who is proactive at minimizing risk and vulnerabilities.

Look for an HR tech provider with protections such as:

- Secure data centers and strong encryptions
- Detailed permissions and authentication to eliminate unnecessary access to sensitive information
- Third party penetration testing to continually and proactively spot and remove vulnerabilities

HireVue meets rigorous security standards such as FedRAMP, SOC 2 Type 2, ISO/IEC 27001:2013 and is fully GDPR compliant.

pricing



HR tech is a crowded space with an overwhelming amount of options. When making price comparisons, here's the caveat: You can't do an apples-to-apples comparison of most HR tech to HireVue, because while it may look the same on the surface, in reality, most other platforms vary widely on quality, and don't have end-to-end solutions you can add as you grow.

What to look for when evaluating price:

- 1. Meet your needs.** It's easy to get lost in pricing plans and specification sheets. First and foremost, identify the solution that best meets your needs.
- 2. Focus on ROI.** Build a business case that focuses on the speed and quality of hiring outcomes.
- 3. Partner > vendor.** While it can't be measured, working with a strategic partner is far more valuable than a vendor. Look for white-glove customer service and a team that will be your strategic advisors in continually improving your hiring process.
- 4. Potential costs.** While you hope it won't happen, evaluate risks associated with choosing budget vendors that may delay deployments, are building as they go, or pose potential security risks.

"If I have any TA question, I call my HireVue people, even if it has nothing to do with them. That's how good our relationship is."

MARCI SIGMUND, HEAD OF TALENT ACQUISITION FOR NORTH AMERICA AT SYKES



The ATS (applicant tracking system) is often the source of truth for hiring, but there are tools and solutions that work with your ATS to supercharge your hiring power.

Here are two things to consider when looking to add to your HR tech stack:

1. Does this tool integrate with our ATS? Strong integrations prevent silos and isolated information that can negatively impact hiring processes and outcomes.
2. Is there a way to consolidate my tech stack without sacrificing performance? It's easy to create a patchworked mess when too many tools are piecemealed together, but settling for a lesser solution that doesn't move the needle, isn't worth the ease. Look for solutions that meet multiple needs, and do it well.

Strong, seamless integrations create an HR tech ecosystem that works. From your calendar to your ATS to your video interview software, it all needs to collaborate. HireVue offers multiple solutions on one platform and integrates with every major ATS and calendaring system, so you can make hiring easy.

questions guide

Now this is not a comprehensive list, but here are a few questions to help guide you as you compare HireVue to HR tech vendors. These are thought-starting questions you can speak with vendors about.



Artificial intelligence

Artificial intelligence is a big umbrella term that encompasses multiple intelligent technologies such as natural language processing, natural language understanding, and machine learning. The key is it's a tool to help you achieve a desired outcome more efficiently. Here are a few things to look for when talking to an HR tech vendor about AI.

Q: Do you audit your algorithms for adverse impact?

The answer to this question needs to be yes. It doesn't matter the medium - chatbot vs. video vs. assessment. If algorithms are being used to help inform hiring decisions, they must be constantly checked and updated to ensure different groups of people aren't experiencing different outcomes.

Q: How do you minimize bias in your AI?

The company should be transparent and explain what tools and measures are used to minimize bias. But, you should look for proof. A third party audit with published research are good resources. Ask to meet with both an IO psychologist and data scientist from the vendor you are interacting with to learn how bias is being removed from algorithms.

Q: What is your stance on AI ethics?

Look for a company that recognizes they have more responsibility than their bottom line. Hint: Any AI company you evaluate should have ethical AI principles. Ask to read them and see their commitments to the ethical use of AI.

Assessments

This section refers to OnDemand interviews, coding assessments, and game-based assessments.

Q: How do you determine assessment questions?

Creating interview questions isn't as easy as it sounds. Neurodiverse candidates may interpret a question differently than a neurotypical candidate. Look for an IO psychology team that first ties questions to job-related competencies and a data scientist team that mitigates biased outcomes.

Q: What data do you use to identify and evaluate candidates?

Only data that is a high predictor of job performance should be evaluated. Predictors of job performance are captured during a job analysis which HireVue performs for each assessment. There are some commonly known, highly biased data points like names that are filtered out of algorithms, but there are others to be wary of, too. School grades and postal codes are also frequently used to screen out candidates even though both are not strong predictors of performance and can have significant adverse impact on underrepresented groups.

Video interviewing

This section refers to OnDemand interviews, coding assessments, and game-based assessments.

Q: What is your uptime?

Partner with a platform that won't disrupt your hiring process. HireVue achieved 100% uptime last year, scaling to the increased needs for video interviewing brought on by the pandemic.

Q: What type of candidate support do you offer?

The hiring process is stressful enough for candidates without technical hiccups that are hard to solve. Look for a partner that offers 24/7 support and extensive resources if your candidates have technical questions or want to get familiar with a platform before interviewing.

Q: Do candidates need to download an app or specific browser to interview?

Make it easy on candidates by choosing a partner that doesn't require downloads and is supported on multiple browsers.

Virtual hiring assistants

Q: Can conversations be multi-channel?

Look for a hiring assistant that can move from webchat to text without missing a beat.

Q: Do you use conversational AI?

This will tell you if they have branch logic and your candidates will need to answer "yes" "no" questions or if the chatbot can understand intent, such as understanding questions outside of the immediate workflow.

Your company

Q: What experience do you have working with customers like me?

If leaders within your industry work with a vendor, it's worth seeing the type of results they achieved that you can expect to see, and why their due diligence led to a partnership.

Enterprise customers

Q: Do you offer language support necessary for an organization of our size?

Look for a global partner who can converse with candidates in their language of choice. HireVue is available in 41 languages in 180+ countries.

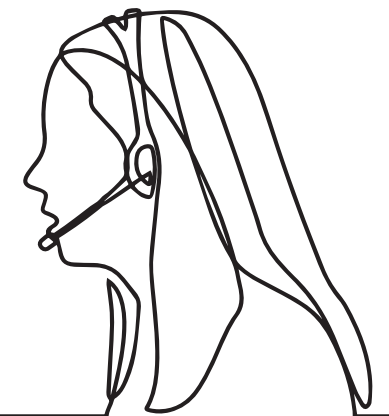
Q: Are you able to handle high volumes and surges?

Look for a partner with a proven track record of supporting enterprise organizations and handling application surges. You need a vendor that is equipped to scale on demand.

Corporate customers

Q: Are you able to grow as we do?

Look for a partner who is flexible enough to expand as you do, and also has a proven track record of handling hiring surges.





Hire★Vue

Why HireVue?

HireVue is the only end-to-end Hiring Experience Platform™. Amplify your hiring power today with the partner of choice for top employers.

GET A DEMO