Enabling scale and maintaining compliance as legislation changes

Recruitics is a data-powered recruitment marketing firm. We partner with the world's leading brands, accelerating their ability to attract and hire top talent.

Challenge

Jeff Peduto, Senior Vice President of Operations, highlighted key issues with contracting at Recruitics including inconsistent contract templates, difficulties in capturing and storing essential data elements, and the inability to generate insightful reports. Additionally, the fast-changing privacy legislation made it challenging for Recruitics to keep their contracts compliant. Without a reliable system, they struggled to adjust contracts in line with new laws, leading to compliance risks and inefficiencies, particularly in tracking contract expiration dates and managing renewals.

Solution

Malbek's CLM software provided the comprehensive solution Recruitics needed. Jeff noted that Malbek addressed every gap they had identified. The software enabled Recruitics to capture critical data elements, such as expiration dates, and store contract content in a structured, accessible format, greatly improving the quality and consistency of their contracts.

Malbek's ability to keep Recruitics ahead of evolving privacy legislation was particularly valuable. The system allowed Recruitics to implement consistent privacy clauses across contracts, ensuring compliance and clear communication of their role in protecting customer information. Jeff emphasized that without Malbek, managing these legislative changes manually would have been a time-consuming and error-prone process, but Malbek made it efficient and reliable.

Crucially, Malbek's post-implementation support exceeded Jeff's expectations. He had implemented various systems in the past, and support often fell flat after purchase. However, Malbek stood out with its responsive, knowledgeable support team. The automated content within the platform was so well-structured that Jeff could easily search for specific terms, quickly find what he needed, and resolve issues independently. When further help was necessary, Malbek's live support team responded within an hour, a crucial factor given that Recruitics did not have a dedicated system administrator.

> The money we spent on this system has come back tenfold! With Malbek's CLM, we now know 90 days before an expiration date, when a customer would be up for renewal so we can start to engage those customers and have those conversations. This was a huge advantage to implementing Malbek's CLM.
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> - *Jeff Peduto, SVP of Operations*

Results

The implementation of Malbek's CLM software led to a significant transformation at Recruitics. Within 90 days, the company saw substantial improvements, with all previously identified gaps effectively addressed. Jeff highlighted that from a return on investment perspective, Malbek had "checked all the boxes," delivering substantial financial returns by enhancing operational efficiency, ensuring compliance with new legislation, and reducing risks.

Jeff also praised Malbek's exceptional post-implementation support, which played a crucial role in their success. The ease with which he could use the system, coupled with the responsive support team, made the transition to Malbek seamless. Jeff emphasized that the real value of Malbek lies not only in the software's capabilities but also in the dedicated team behind it.

Malbek's CLM software has not only addressed Recruitics' immediate challenges but also enabled them to scale their operations more effectively.

By providing a clear understanding of their customer base and ensuring compliance with evolving privacy legislation, Malbek has empowered Recruitics to operate with a level of efficiency and precision that was previously unattainable. The combination of powerful features, adaptability to legislative changes, and unparalleled post-implementation support has made Malbek an indispensable partner for Recruitics, transforming their contract management from a source of frustration into a streamlined, value-generating process.

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