

Client Success Story

provisional
recruiting

They switched back to SmartSearch after a disappointing experience with a competitor.



About
Provisional
Recruiting

Provisional is a “boomerang” success story for SmartSearch. Located in Spokane, Washington, Provisional Recruiting and Staffing Services has been a leader in the specialized staffing industry since 1994 and has placed thousands of talented individuals in great Northwest companies.

Client
Challenge

They began using SmartSearch in 2001 but left for a very short period to try another applicant tracking software. Much to their disappointment, they did not find the new software to be user-friendly for their front office tasks, nor as useful, overall, as they were led to believe. When they compared the capabilities of the new system to SmartSearch, they quickly realized they needed to divest themselves of the new software and return to SmartSearch.



Results

They reported that when they compared the two side by side, SmartSearch reduced the amount of time needed to conduct their daily work by giving them a more intuitive and easy-to-use software. They use words like time-saving, user-friendly, one-stop for everything they need and with one click, and a logical layout of the dashboard.

Favorite
feature:
SmartSign
(they call it
“fantastic”)

One of the SmartSearch features especially appreciated, is SmartSign, our proprietary eSignature document signing service, which they call, “fantastic.”

Likely to
recommend:

Yes

They also enjoy the responsiveness and helpful nature of the SmartSearch tech support team and are very pleased with the time and attention given to answer questions and guide them through particular tasks.

In summary, their comment is, “We’re blown away by SmartSearch.”