BEFORE YOU BUY:
50+ QUESTIONS TO ASK
YOUR ATS PROVIDER

You're almost there. You've identified your needs, decided an applicant tracking system (ATS) is right for you, and looked into some options. So how do you choose the right ATS for your firm? Ask questions—a lot of them.

Here are more than fifty questions to consider asking your prospective ATS provider. Use them as a resource to help you find the right solution and avoid a costly mismatch. Every recruitment firm is unique, so adapt these questions as necessary to fit your firm's needs.

INDUSTRY EXPERTISE

1 Does your ATS specialise in the specific needs of third-party recruitment agencies?

2 How many recruitment agencies use your product?

3 Are most of your customers large or small?

4 Can you provide case studies of successful customers?

PRODUCT FEATURES

EMAIL

INTEGRATIONS

18   Do you have APIs?

19   Is there a marketplace for pre-integrated solutions?

20   Do you have an official integration with LinkedIn? (Make sure the ATS vendor is listed on LinkedIn's website as an official partner.)

21   Payroll?

22   VoIP?

23   Background screening?

24   Job boards?

25   Candidate engagement?

INNOVATION

26   Are you investing in improvements to your product?

27   How often do you build new features/functionality?

28   How often do you release system updates?

29   Has your ATS won any awards or commendations?

30   Do you hold any patents?

31   Does your ATS have any unique features that other systems don't?

IMPLEMENTATION

TRAINING

OPERATING THE ATS

39 Is your user-interface intuitive?

40 Is it possible to customise fields and workflows?

41 Can I compare jobs and candidates side-by-side?

42 Are follow-up contacts, emails, and notes recorded and searchable?

43 Does the system operate in real-time?

ADDING USERS

44 Is there a limit to the number of users who can have access to the system?

45 Can I add new seats as I need them?

46 What is the cost for adding new seats?

SECURITY

47 What security precautions do you take?

48 Do I maintain full ownership of my data?

49 Is your ATS cloud-based or on premise?

50 Are you SSAE 16 SOC1 Type II compliant?

SUPPORT