

How we selected the ATS Partners

Scope of this Document

This document outlines **JobCloud's rationale** and criteria for **selecting ATS providers** to meet the typical needs of companies in Switzerland. It provides companies evaluating a new ATS with a framework and potential evaluation criteria to help them find the right ATS solution more effectively.

ATS stands for **Applicant Tracking Software**. These products help employers and recruitment agencies efficiently distribute job postings, manage applications, and handle communication with applicants and the internal HR or recruitment team.

Why JobCloud Selected ATS Provider

Finding an Applicant Tracking Software (ATS) is challenging, because the marketplace offers 100+ ATS options to choose from.



Challenge

JobCloud did an ATS evaluation for the typical needs of employers in Switzerland and shares the evaluation criteria and the findings with you.

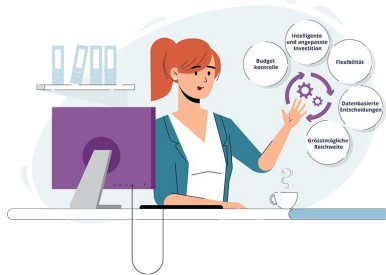
Solution

JobCloud recommends ATS providers because our free candidate management suits most, but not all, employers and staffing agencies.

Reason

JobCloud Supports the Following Options

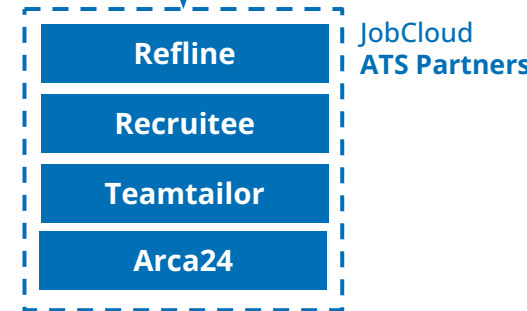
Swiss Employers & Recruitment Agencies have three options ...



A **Option A:** Your company already has an ATS and is satisfied with it. There is no need to change.

B **Option B:** Your company is looking for an ATS. JobCloud recommends considering the ATS Partners. Of course, your company can choose any other ATS.

C **Option C**
Use JobCloud's **free** candidate management.



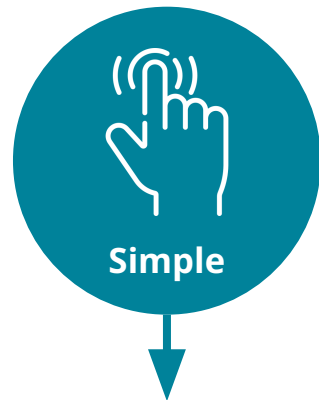
Any other ATS



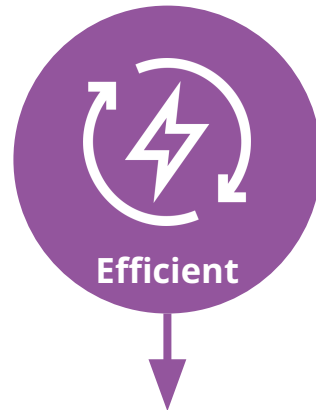
JobCloud ONE Candidate Management

JobCloud ONE

JobCloud's Free Candidate Management



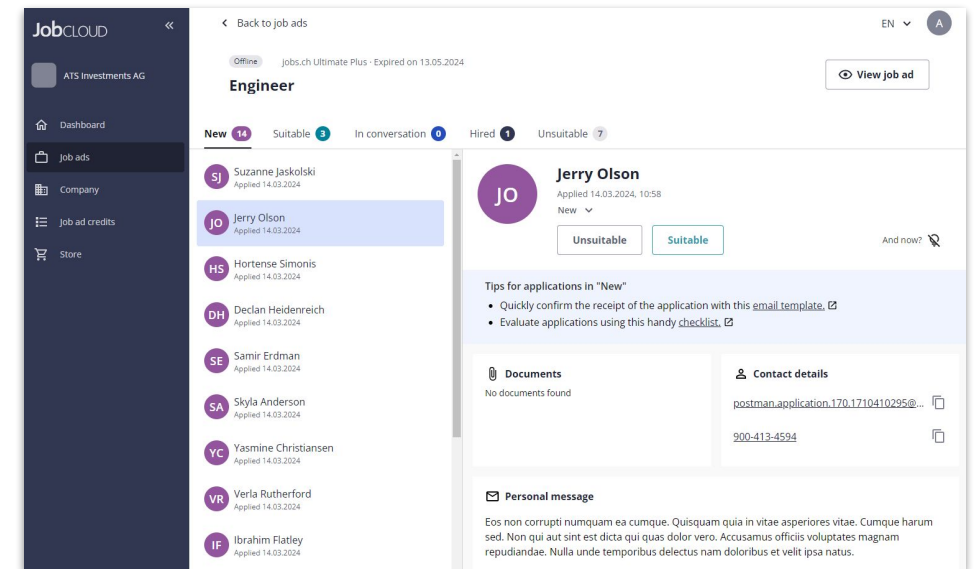
Intuitive
design for
small clients



Focused on
essential
needs



Ideal for
infrequent
hiring



ATS Partner Evaluation Process

Discovery

There are 100+ ATS' in the market.
We talked to over 41 ATS providers
used by JobCloud clients.

Pre-selection #2

We had software demo's and scored the ATS
based on typical client's needs. Based on this, **we**
selected 7 ATS that meet the typical needs of
Swiss employers & recruitment agencies.

Final Selection

4 ATS providers are ultimately
recommended to JobCloud customers.



Pre-selection #1

12 ATS were selected, because they
focus on the Swiss market and provide
their services in French,
German and English.

Assessments

JobCloud's subject matter experts
assessed: **IT Security, Data privacy,**
Commercial terms.



Discovery

We talked to these 41 ATS software providers that are used by JobCloud customers across Switzerland.

The number of ATS software products available globally is estimated to be around 300 to 400. This includes both well-known, widely-used systems and numerous niche solutions tailored to specific industries or regions.

ATS Provider
Arca24
Beesite
BITE
Brassring
Breezy HR
Broadbean
Bullhorn
Concludis
Cornerstone
d.vinci
Datacruit

ATS Provider
Dualoo
EasyTemp(realizator)
E-Quest
eRecruiter
German Personnel
Greenhouse
HR4You
HR Campus
Infoniqa
Jacando

ATS Provider
Join
Lever
Lumesse
MHM HR
Ostendis
People XS
Personio
Prescreen
Recruitee
Reflin

ATS Provider
REXX
Smartrecruiter
Softgarden
Soprop
Successfactor
Talentsoft
Taleo
Teamtailor
Workable
Xeebo



Pre-selection #1: Interviews with 52 ATS Providers

Question 1

Do you offer your ATS **product** and customer **service** in **French**, **German** and **English**?

Question 2

Is **Switzerland** and especially **small and medium sized** companies a focus region of your ATS product?

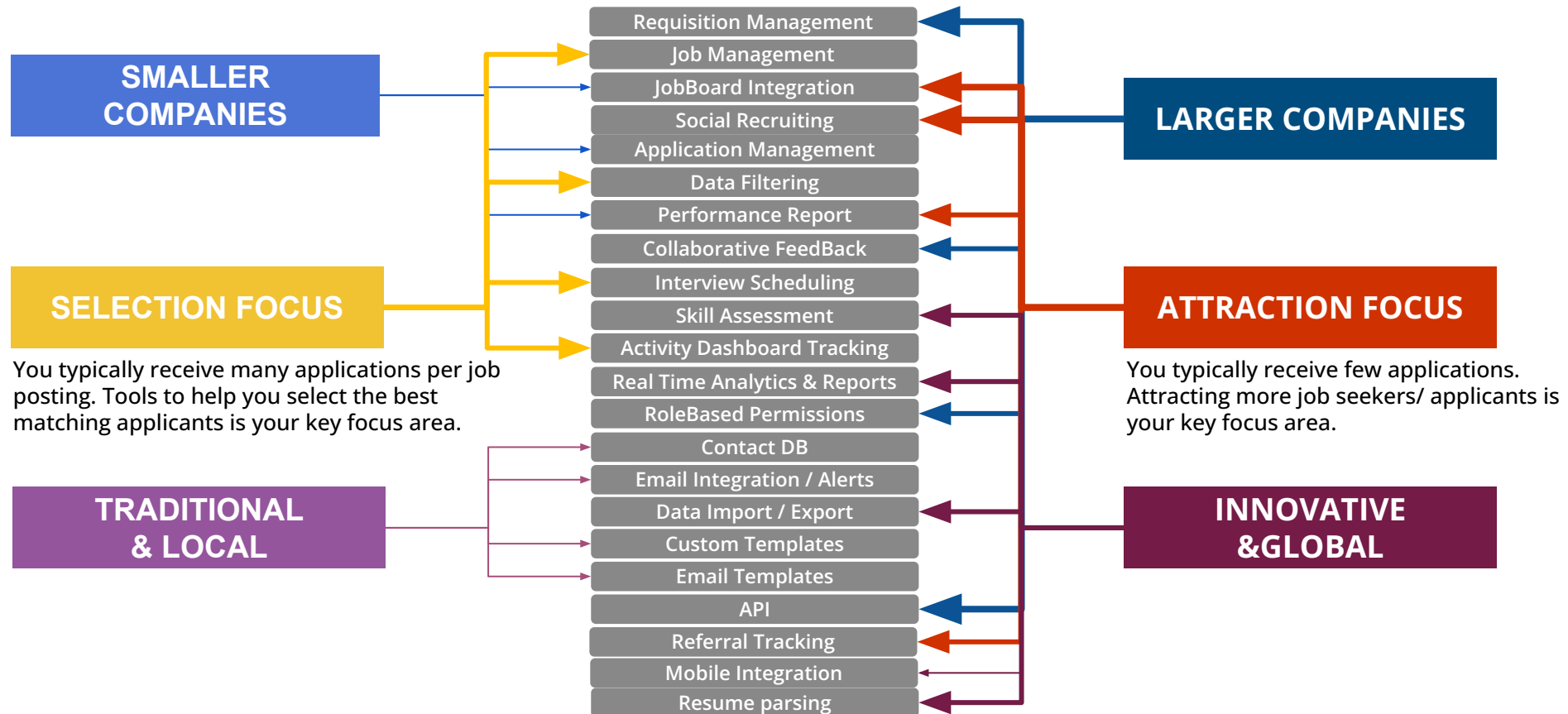
It's mainly companies with around 50-1000 employees that don't have an ATS yet.

Reason why we asked

Question 3

Do you have a **Swiss customer base** with some well-known customers as a reference?

Overview of the Typical ATS Needs



Typical ATS Needs Segmentation

Recruitment needs for an ATS (Applicant Tracking Software) vary. We identified **six typical need segments**.

This segmentation helps **focus** the ATS evaluation on the **features most important** to your company.

SIZE	SMALLER COMPANIES	- Easy User Hierarchy - Single Brand Support - Low # User Licenses - Rather "Price Sensitive"	LARGER COMPANIES	- Articulated User Hierarchy - Multiple Brands Support - High # User Licenses - Less "Price Sensitive"
	SELECTION FOCUSED	- Moderate Multi.Posting Need - Sophisticated Selection (Process) features - High selection-process customization needed - Rather Looking for "Easy to Fill" in "Romandie"	ATTRACTION FOCUSED	- Strong Multiposting Need - Elementary selection (process) features - No selection-process customization needed - Rather looking for "Hard to fill jobs" in "German CH"
SCOPE	TRADITIONAL & LOCAL	- Needs/Has local references - Local Language (tool & service) - Hires transactionally (Yes/No binary) - Little understanding of social media HR opportunities	INNOVATIVE & GLOBAL	- Needs/Has international reach - OK with english - Hire Relationally (Yes/No/Stay in touch) - Fully aware of social hiring opportunities
MINDSET				



Pre-selection #2: Scoring Weight of the Typical Needs by Segment

We had **software demos** with the **12 ATS providers** from pre-selection #1.

Based on the typical needs of Swiss companies and the scoring shown in the graphs, we selected the **top scored 7 ATS providers**.

Each provider was scored on all typical needs, and this scoring helped us choose the final ATS partners that best meet the various needs of Swiss companies.





Assessments

We **assessed the 7 ATS providers** from pre-selection #2.

Each ATS provider had a **structured interview** with our **in-house experts** in the three areas shown on the right.

The **interview questions** are in the **annex** of this document.

Data Privacy Assessment

The data privacy assessment was designed and performed by JobCloud's **inhouse Data Privacy Officer**.

IT Security Assessment

The IT security assessment was designed and performed by JobCloud's **inhouse IT Security Officer**.

Data integration Assessment

The data integration assessment was designed and performed by JobCloud's inhouse **Software Engineers and Product Managers**.



Selected ATS Partners

Mainly suited
for Employers



[Recruitee
Website](#)



[Reflin
Website](#)



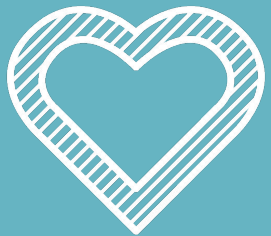
[Teamtailor
Website](#)

Mainly suited for
Recruitment Agencies



[Arca24
Website](#)

Thank you



Data Privacy Assessment Questions (1/2)

Topic	Questions
Role with relation to personal data	Do you use clients' data for your own purposes? If yes, please specify the purposes and categories of data involved
Third parties involvement	Does the transfer of customer data to third parties take place (incl. access by third parties), e.g. video applications, calendar integration, social media? If yes, do you confirm their data privacy compliance?
Third parties involvement	Is data hosting with the EEA/Swiss vendor and in the EEA/Switzerland? If not, please provide the hosting location and name of hosting provider
Third parties involvement	If data hosting is with a US vendor located in the EU, please specify the legal transfer mechanism (e.g. EU Model Clauses with supplementary measures). Did you conduct Transfer Impact Assessments? If yes, can you provide evidence?
Third parties involvement	Can you provide the list of third parties as data processors incl. purpose of data processing, categories of data, HQ location, hosting location, if applicable is provided ?
Third parties involvement	Do you use your own tools to parse or match data (CV, emails content, other communication) or the tools of third parties?
Third parties involvement	Do you use 3rd parties tracking tools? Can you provide the list incl. purposes and categories of data?
DP Principles/ Lawfulness and transparency	Can consent of candidates (incl. withdrawal of consent) be obtained and managed in the tool (via link or contact form) ?
DP Principles/ Purpose limitation	Can you confirm the candidate data are not used for another purpose as stated by data collection?
DP Principles/Accuracy	Is it possible to correct or erase incorrect or incomplete data of the applicant in the tool and ensure the accuracy of the data, incl. audit logs of data correction ?
DP Principles/ Integrity and Confidentiality	Are appropriate technical and organizational security measures in place to protect personal data? Can TOMs documentation and e.g. data privacy relevant certifications, ISO certifications of data centers, external audit reports be provided?
DP Principles/ Integrity and Confidentiality	Is there a possibility to implement a roles and permissions concept (e.g. read-only for managers) ?
DP Principles/ Integrity and Confidentiality	Do you use any pseudonymization and anonymization of personal data in your tool or with regard to third parties? Could you please provide some examples?

Data Privacy Assessment Questions (2/2)

Topic	Questions
DP Principles/ Integrity and Confidentiality	Do you implement Privacy by Default in the tool?
DP Principles/ Storage limitation	Does the tool provide a possibility to erase or anonymize personal data, set and change retention periods (e.g. automatic deletion of rejected applicants or anonymization of data)?
DP Principles/ Accountability	Can you provide comprehensive data privacy related documentation on your tool?
Individual rights/Right to be informed	Is there a possibility to inform the candidate about the data processing? e.g. data privacy notice (incl. changes in processing, further option or use of third parties)
Individual rights/Right to access	Is there a possibility to process the access request from the candidate and provide the candidate with comprehensive information about the data processing (e.g. it is possible to extract or download the data by user of the tool) ?
Individual rights/Right to erasure	Are there any functions with which an erasure concept can be implemented and the data can be deleted on request ?
Individual rights/Right to restriction or objection	Are there any functions with which restriction or objection to data processing can be implemented ?
Individual rights/Right to data portability	Are there any functions to provide the candidate with her/his data in machine-readable format ?
Security	Did you or one of your subprocessors you used for your tool suffer a data breach with an impact on customer data in the last 3-5 years?
Data privacy support	Do you have any data privacy support in-house or external, e.g. DPO, data privacy responsible person or external counsel?
LEGAL	
Data processing agreement	Do you provide data processing agreement which is fully compliant with Art 28 GDPR or ready to amend/accept our proposal ?
Cooperation agreement	Do you use standard co-operation agreement for the partnerships, similar to the partnership with JobCloud? If yes, pls provide the template
Role with relation to personal data	Do you exchange customer data, particularly tracking data on the status of applicants (hired/denied), with your partners? If yes, what is the legal base for such exchange?

IT Security Assessment Questions (1/2)

Topic	Questions
Security management	Do you have security Technical and Organisational Measures (TOM) documented? Provide details, if any.
Authentication	How is "strong authentication" managed (MFA, passwordless)? Is it optional?
Authorization	Do you have a clearly defined shared responsibility model, for us as partners and for the client ?
Security compliance	Do you undergo security/compliance audits? Provide details, if any.
Authentication	Are you able to integrate with Microsoft Azure AD SSO and if so via which protocol (SAML2/OpenID Connect)?
Security management	How do you handle logging on the API and who would have access to those logs?
Vulnerability management	What is your update/upgrade process? Is it driven by vulnerability management?
Security safeguards	How do you encrypt personal data in your application (data at rest)?
Security safeguards	How do you encrypt personal data around your application (data in transit)?
Security management	What is your incident handling/response and what are the related SLA?
Security management	How compliant are you regarding security? Do you have SOC-2 reports available?
Security management	Do you have any security certification (ISO-27001 or similar)? Provide details, if any.

IT Security Assessment Questions (2/2)

Topic	Questions
Authorization	How are user access rights managed, is it documented?
Security safeguards	Does your platform strip the EXIF data tags off the pictures published on it?
Security management	Do you have any protection against malware in the documents uploaded to the platform? Provide details, if any.
Session management	How robust are your user session controls?
Authentication	What are your password policies (complexity rules, expiration, anti-reuse etc.)?
Security management	What is your roadmap for development of security and features?
email security	How do you protect customer emails against spoofing (DMARC/DKIM/SPF)?
Vulnerability management	Do you run a bugbounty program (in any form)? Provide details, if any.
Vulnerability management	Do you undergo regular web-application vulnerability scans? Provide details, if any.
Vulnerability management	Do you have a public history of disclosed bugs, zero-days? Provide details, if any.
Security management	Do you have a public history of data / security breaches? Provide details, if any.

Data Integration Assessment Questions (1/3)

Topic	Questions
APIs	Is there an API to fetch job ads?
APIs	Is there an API to deliver job applications?
APIs	Is it a RESTful API?
APIs	How often is the documentation updated and in what format is it available? Can we see the documentation of the last 2 versions?
APIs	What is the authentication mechanism?
APIs	How does the authorization work?
APIs	Is there some type of staging or test environment? Is it an exact replica of the production system?
APIs	How do you monitor the API?
APIs	What is the average response time of the APIs?
APIs	Could the API be adapted to specific requirements if needed? (for instance; would they be open to adapt to adding fields; if they do not offer OAuth2, would they be willing to implement it...)
APIs	Maximal throughput? Synchronous/Asynchronous? Can parallel requests be run?(Max number of requests per sec/min)
APIs	How is the infrastructure scaled? Is it hosted on Cloud (if so; which)? If not on Cloud, is there a migration planned?
APIs	How many versions of the API are currently used across different partners?
APIs	How do you handle breaking changes in your APIs?
APIs	What was your uptime rate in the last 12 months? If not close to 100%, why?
APIs	Do you offer webhooks or similar solutions to have triggers / be notified of changes? Can you write messages to queues? Are the list APIs filterable/sortable by latest changes?
APIs	Did you go for an API-first approach with the frontend client?

Data Integration Assessment Questions (2/3)

Topic	Questions
Application data transfer	What data is required as a minimum to send an application?
Application data transfer	Is the set of mandatory application data customizable by the customer? And are these customizations mandatory on the integration side or we can still send applications with less complete data?
Application data transfer	What information would you be able to share about the candidate after the application is sent (hiring process status, etc...)? And how would the information be sent (API, webhooks, other...)?
Application data transfer	What type of fields do you handle in the applications? Do you handle open-questions, specific types of form fields...?
Job ad structure	What is the typical structure of a job ad? What are the mandatory fields they have? Are they customizable? Is the job ad structure documented?
Future potential improvements	Ability to establish a SSO between the ATS and our product, so that a user can easily use both with the same login information
Tech Support & Monitoring	How is the incident handling protocol? Who will be the person of contact? How is it solved with other partners today?
Tech general questions	What is the tech stack in your ecosystem in general. If old/outdated, are there plans to update?
APIs	How many serious incidents did you have in the last 12 months? How long it took to resolve the problem?
APIs	What was the error rate of the API during the last 12 months?
APIs	How strictly do you respect the standard HTTP status codes?
Business information	Is there a dedicated team to integrations and how many resources are assigned?
Business information	What total volume of job ads are handled by the ATS each month? (differentiate between company and staffing listings)
APIs	How are changes and releases communicated?
APIs	Is the API stateless? Can you elaborate?
XML Feeds	How often is the XML updated and how do we receive updates?
XML Feeds	How is metadata handled in the XML feed (categories, location, industry, salaries...)?

Data Integration Assessment Questions (3/3)

Topic	Questions
Business information	Do you share your roadmap in advance?
XML Feeds	How does the customer authorize the sharing of their job ads via XML with us?
XML Feeds	Is the XML format common to all clients or customized?
Future potential improvements	Full communication flow (end-to-end) where, for instance, we can show the candidate in our b2c platforms the status updates of their applications.