SURVALE

NUTANIX
Your Enterprise Cloud Platform™

Real-Time Feedback Driven Recruiting

Company: Nutanix

About: Enterprise Cloud Platform that makes infrastructure invisible

Employees: 3,700

Recruiters: 35

Annual Hires: 1,000 (approx.)

Hiring Scope: Global

Survale Programs: Interview Feedback, Hiring Manager Feedback, Offer Feedback

NUTANIX BEFORE SURVALE

As a global hiring organization, Nutanix competes for both highly technical and professional positions, among others. Nutanix is committed to providing top-tier candidate experiences. In fact, they rank in the Top 14 in interview feedback on Glassdoor. While Nutanix enjoys high marks from candidates on Glassdoor, this feedback has always arrived "after the fact." Nutanix would not get this feedback until there was little opportunity to affect each candidate's experience. Because Nutanix' CEO promotes a culture of client feedback in all areas of operations, Director of Recruiting Operations, Deb Matsuoka, decided that direct, real-time feedback during the recruiting process could yield the kind of improvements that could not only improve recruiting processes, but also provide a vehicle for doing so in real time.

SURVALE IMPLEMENTATION

As a Jobvite client, Matsuoka discovered Survale at Jobvite's annual Recruiter Nation Live user conference. As a Jobvite partner, Survale integrates easily with Jobvite so that feedback can be triggered by changes to stages within Jobvite. "Survale is the easiest solution we have ever implemented," said Matsuoka. "Once the integration was turned on, Matsuoka provided Survale with some information and they were gathering real time feedback."

> "Survale is the easiest solution we have ever implemented"
> - Deb Matsuoka

SURVALE INSTANTLY AFFECTS HIRING

Nutanix integrated Survale with their Jobvite ATS and automated real-time feedback in the following areas:

- Interview feedback
- Offer feedback
- Hiring manager feedback

As statuses get changed in Jobvite, Survale triggers automatic surveys that gather feedback about that stage. This allowed Nutanix to immediately:

- Identify stages/processes that are taking too long and streamline them
- Pinpoint issues with candidates or hiring managers and address them immediately
- Learn why applicants decline offers and attempt to change their minds

In fact, data from Survale quickly allowed them to save several candidates and turn them into hires. Because Nutanix is able to take Survale data and segment it by location, recruiter, hiring manager and more, they are able to use the feedback and analytics to educate hiring managers and recruiters about how to improve their performance.

> "Because we can go back and have communication with all involved parties in real time, we are affecting hiring outcomes daily."
> - Deb Matsuoka

"Survale gives us a clear view into what's happening," said Matsuoka. "Because we can go back and have communication with all involved parties in real time, we are affecting hiring outcomes daily,"

SURVALE KEY BENEFITS

When asked to summarize what key benefits Survale provides to Nutanix, Matsuoka didn't hesitate.

1. Survale allows Nutanix to benchmark key metrics like Candidate Satisfaction (which is a custom index created by Nutanix and Survale which includes a number of feedback factors), as well as Candidate NetPromoter score. Not only can they benchmark candidate NPS against their own performance and the performance of other departments within Nutanix, but they are also able to benchmark their metrics against candidate experience results of the hundreds of organizations that participate in the Talent Board's annual Candidate Experience research project.

2. Survale also allows them to give real-time feedback to hiring managers who are the face of the organization to prospective employees. This allows them to ensure that hiring managers reflect and adhere to the processes and practices responsible for delivering exceptional candidate experience.

3. Finally, Survale allows Nutanix to understand exactly what candidates expect at all times. How many recruiting organizations simply guess at what candidates want? Nutanix knows what candidates expect in aggregate, and as individuals, And they have a platform that allows them to measure whether they are meeting those expectations on a daily basis.

THE SURVALE - NUTANIX BOTTOM LINE

From a chance encounter at an ATS user conference, Matsuoka has managed to quickly and affordably transform Nutanix's recruiting department into a feedback-fueled hiring organization that stretches into all areas of the organization. Matsuoka points out that

> "Survale should be a required add-on to any ATS. Without it, we only hear really good or really bad feedback"
>
> - Deb Matsuoka

they are constantly sharing candidate feedback with other departments, citing that compensation and benefits feedback is particularly valued data.

"Survale is super easy to use and implement and we have quickly become reliant on it," said Matsuoka. "I think Survale should be a required add on to any ATS. Without it, we only hear really good or really bad feedback but with Survale you get a steady stream of candidate-driven insights you otherwise wouldn't have known."

ABOUT SURVALE

Survale is a Workforce Analytics Platform providing employers with an "Always On" solution for automatically gathering, analyzing and acting upon satisfaction and engagement data from candidates and employees as they traverse the hiring process. From job openings to interviews to onboarding to ongoing employee feedback and quality of hire data , Survale has the tools to measure and optimize your workforce throughout the talent lifecycle. For more information, visit survale.com.

ABOUT NUTANIX

Nutanix makes infrastructure invisible, elevating IT to focus on the applications and services that power their business. The Nutanix Enterprise Cloud Platform blends web-scale engineering and consumer-grade design to natively converge server, storage, virtualization and networking into a resilient, software-defined solution with rich machine intelligence. For more information, visit Nutanix.com