

Elastic’s mission to deliver
extraordinary candidate experience



About Elastic

The innovative company behind the Elastic Stack — that's Elasticsearch, Kibana, Beats, and Logstash — employs over 2000 people in 5 countries across the globe.

The Elastic recruitment team is continuously looking at ways to deliver an extraordinary hiring experience for candidates, hiring managers, and the teams they support.



Why Elastic needed automation and better insights

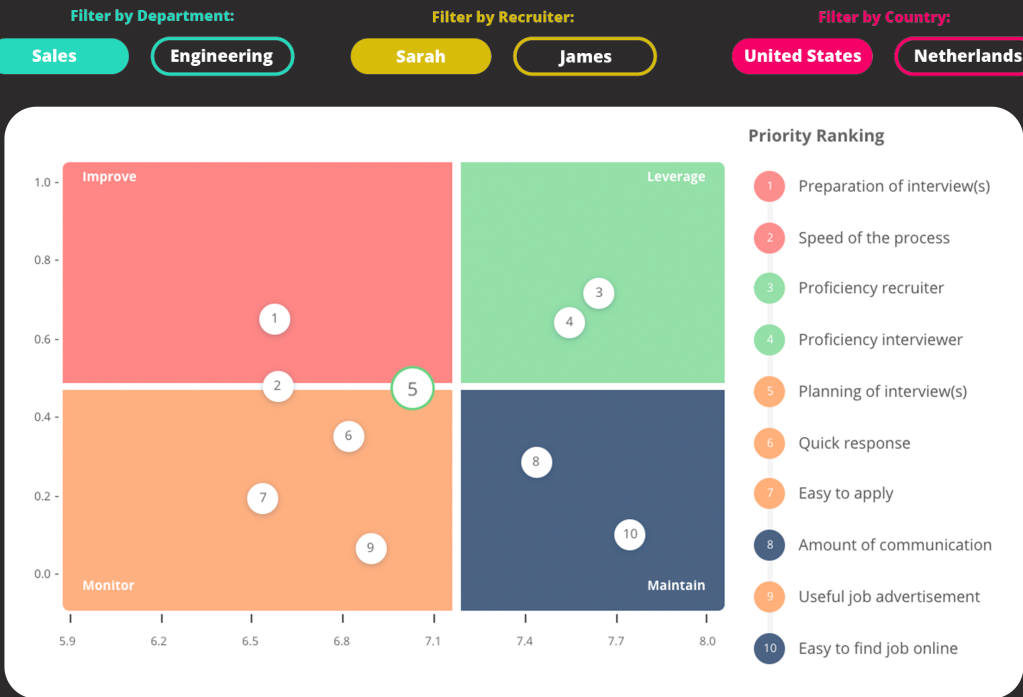
At Elastic, Candidate Experience has always been a big focus. When negative reviews on avenues like Glassdoor started to appear, the recruitment team wanted to dig a bit deeper to understand the underlying issues. Tools like SurveyMonkey were used for feedback but had to be done manually and it didn't offer insights which improvements could deliver a better Candidate Experience.



The solution

Starred's Candidate Experience solution fits Elastic's needs. It collects, measures, and offers insights into how candidates have experienced the application and interviewing process. Native integrations with leading Applicant Tracking Systems (ATS) allow recruitment teams to automate and customize feedback requests. The NPS insights are shown in a recruiter-friendly fashion.

PRIORITISING IMPROVEMENTS

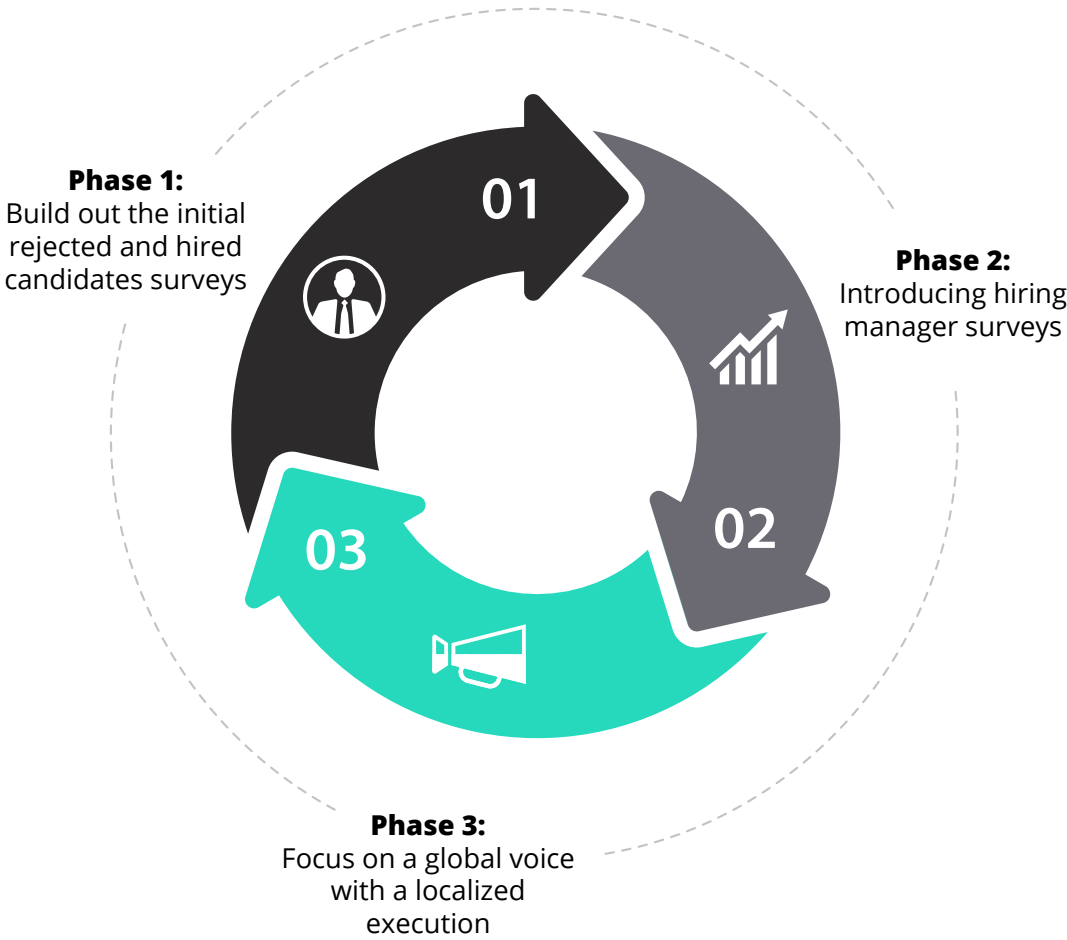


“
Starred allowed us to tell a much larger story. A lot of what’s happening with candidates doesn’t always involve recruiters. With the in-depth feedback from candidates we were able to identify them and tell that story back - to the business and other stakeholders.
”

Kristine Boccio - Global Recruiting Operations Manager at Elastic



ROLL-OUT



LEARNINGS

Elastic’s recruitment team was able to share the data from Starred with the other teams. This transparency allowed the business to understand if and where improvements were needed.

A follow-up initiative by Elastic was the introduction of extra training for interviewers and additional assessments to determine if someone qualified for the interview stage.

A testament to Elastic’s commitment to delivering extraordinary Candidate Experience is the launch of the Feedback Friday newsletter by the recruitment team. While it doesn’t steer clear from uncomfortable feedback it’s an even more powerful platform to celebrate Candidate Experience success!

RESULTS

- Positive employer branding: +10% NPS from rejected candidates within 6 months*
- Time saved with automation
- A dedicated Interviewer Training Program

* From 14 to 25 NPS

To Watch

Check our [interview](#) with Elastic about their Candidate Experience approach

To Read

Subscribe to our [newsletter](#)

To Do

If you’d like to know what Starred could do for you - we’ll be happy to show you. [Book a demo](#)