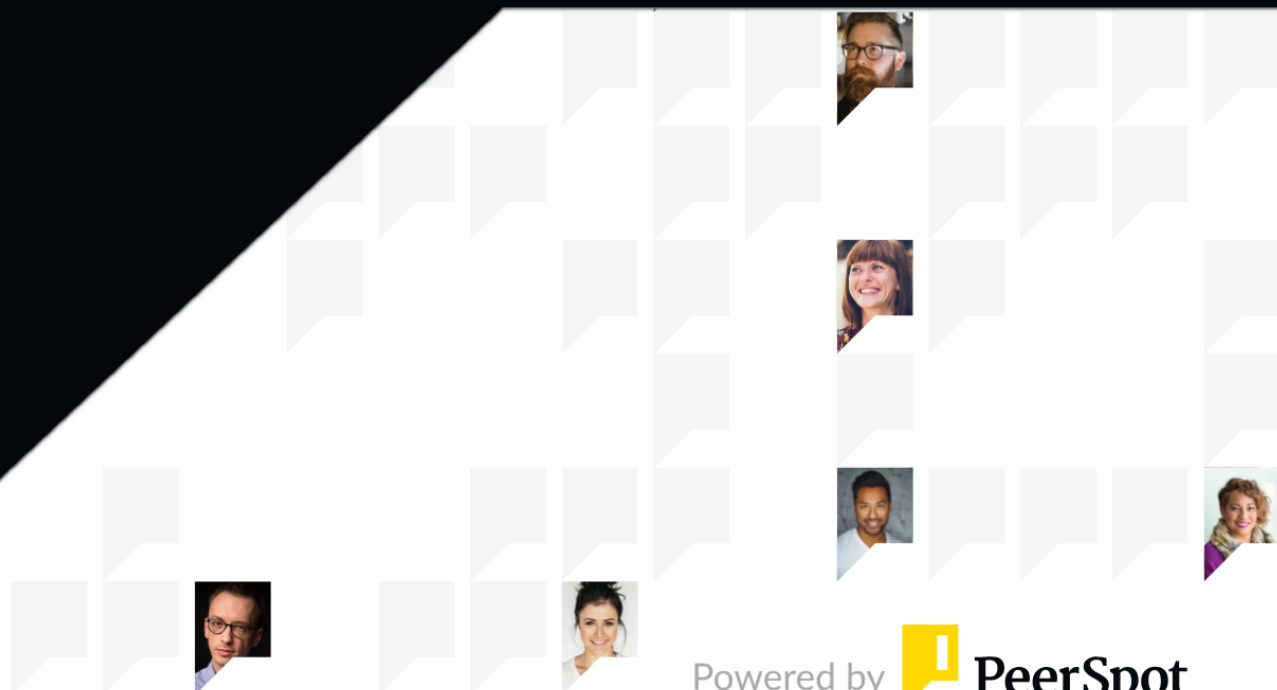




**iCIMS Recruit**

# **Reviews, tips, and advice from real users**



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# Product Recap



iCIMS Recruit

# iCIMS Recruit Recap

iCIMS Recruit is a comprehensive talent acquisition solution designed to streamline hiring processes and enhance recruitment efficiency for businesses of all sizes. It provides users with a robust platform to manage, track, and optimize hiring workflows effectively.

iCIMS Recruit offers businesses an integrated suite of tools that facilitate end-to-end recruitment management. Tailored to the needs of HR professionals, it supports seamless collaboration between hiring teams and candidates. The platform's intuitive nature simplifies complex recruitment tasks, enabling personalized candidate experiences while ensuring compliance across recruitment operations.

## What are the key features of iCIMS Recruit?

- **Applicant Tracking:** Enables tracking of candidates throughout the hiring process from application to onboarding.
- **Resume Parsing:** Automates the extraction of essential candidate information to streamline screening.
- **Job Postings Management:** Simplifies the distribution and management of job postings across multiple channels.
- **Interview Scheduling:** Facilitates easy scheduling of interviews and communication with candidates.
- **Analytics and Reporting:** Provides valuable insights through customizable reports on recruitment metrics.

## Why should businesses consider iCIMS Recruit?

- **Scalable Solutions:** Adaptable for businesses of diverse sizes, offering a flexible approach to recruitment.
- **Improved Collaboration:** Enhances team communication making recruitment processes more efficient.
- **High ROI:** Delivers significant improvements in hiring speed and quality, optimizing recruitment budgets.
- **Customization Capability:** Allows businesses to tailor features to specific recruitment needs, enhancing usability.

iCIMS Recruit is widely implemented across industries such as healthcare, retail, and technology, where efficient hiring processes are crucial. Organizations in these sectors utilize the platform to manage large volumes of applicants, ensuring timely and effective recruitment aligned with industry standards and requirements.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “I would describe iCIMS Recruit as a strong enterprise ATS where the biggest value comes from scalability, configurability, and its broader integration ecosystem.”



**ManishGupta9**

Managing Director & CEO at Talenton Global

- ✓ “After we brought them into iCIMS Recruit, their application completion rate rose to almost 100%, so it's between 92% to 100% for them now.”



**Jessica Juarez**

HRIS Analyst at Ozinga

- ✓ “Within a very short period, we had many job opportunities to fill with a distributed HR team, switching from emails and a fixed job board to iCIMS Recruit, which was a vastly improved and user-friendly experience.”



**Carole Bernard**

HR direct at a transportation company with 10,001+ employees



“The good features of iCIMS Recruit were that it was very easy to use.”



**Psoni Psoni**

Technical Recruiter at Electronic Arts Inc.



“iCIMS Recruit has positively impacted my organization by making things smooth and efficient, allowing us to integrate texting capabilities and new candidate notifications and providing comprehensive reporting for ourselves and for executives.”



**craigrbarry**

Vice President, Recruiting at a healthcare company with 5,001-10,000 employees



“iCIMS Recruit has impacted the organization positively because it has provided us with additional support and consistency with every recruiting process that we handle in the company, and this provides great transparency and great candidate experience in order for us to hire the best talent for the business.”



**Ekowals Kowalski**

Hr Manager at St. Edward's University



“iCIMS Recruit is a user-friendly applicant tracking system overall.”



**Marquita Gonzalez**

Senior Talent Acquisition Consultant at a real estate/law firm with 1,001-5,000 employees

## What users had to say about valuable features:

“The best features iCIMS Recruit offers are employee contact and having one database to communicate with the teammate versus multiple different systems and multiple different emails coming from different sources.

Having one database for employee contact helps my team by facilitating information into one area. If I am out, my colleague can pull up the candidate information and see the last email sent to the candidate, and we can continue from there..”

### Verified user

HR Ops Coordinator at a educational organization with 11-50 employees

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“The best feature iCIMS Recruit offers, in my experience, is pipelining.

“What stands out to me about the Pipelining feature is that it makes my job easier.

“iCIMS Recruit has positively impacted my organization by allowing us to recruit better and reducing the time to fill..”

### Mnj Johnson

HR Representative at a university with 5,001-10,000 employees

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“The best features of iCIMS Recruit in my use case were being able to monitor interviewer feedback form submissions and send reminders. Particularly, I owned in-person onsite at Uber ATG in Pittsburgh.

“Both the reminders and monitoring stood out to me in that it made my workflow smoother and was also about accountability..”

**Verified user**

[Read full review](#) 

Recruiting Coordinator at a tech vendor with 1,001-5,000 employees

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“The best features iCIMS Recruit offers include a lot of CRM tools to track candidates and to find specific data of what we want to find for a candidate. Typically, what we use it for is more for background processing checks at the end of the day.

“When it comes to tracking candidates and defining specific data, a particularly helpful feature within iCIMS Recruit is the many filters that you can subset all these categories by what you want to search the candidates by. Any specific things such as years of experience and fields are covered, along with basically all the fields, factors, and company names. It comes down to the filters, which include company size, years of experience in the current company, the type of company, and other similar categories that you predefine..”

**Lussali Selena**

[Read full review](#) 

Technical recruiter at a tech vendor with 10,001+ employees

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“The best features iCIMS Recruit offers, in my experience, include an easy job posting process and effective resume management. Collaboration across our large HR team allowed us to access the same data, which was extremely useful and easy, although the reporting features at that time were not very impressive.

“iCIMS Recruit positively impacted our organization by transforming our very old-fashioned job boards prior to the merger, allowing us to publish job descriptions for several hundred positions to thousands of potential candidates in a short period. This transparency and the speed of the job posting process made it easy for candidates to apply, which improved the perception of HR among potential candidates. Even some union representatives acknowledged this initiative as beneficial, especially for those facing redundancy, providing them with many job opportunities and easing their anxiety..”

**Carole Bernard**

HR direct at a transportation company with 10,001+ employees

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“The best features iCIMS Recruit offers include a broad range of candidates.

“The broad range of candidates in iCIMS Recruit means there would already be a broad array of candidates in the system.

“iCIMS Recruit has positively impacted my organization by providing a large number of qualified candidates as we tried to fill a startup logistics company.

“The impact of iCIMS Recruit helped us fill roles faster and also improve the quality of hires in measurable ways as it helped us find a great pool of candidates quickly and improved the candidate pool that was applying..”

**Cindy Blaylock**

IT Engineer with 10,001+ employees

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# Other Solutions Considered

“Rippling was one of the software options demoed before choosing iCIMS Recruit, and Greenhouse was another option. There was indeed a third vendor, but I forgot which one..”

**Cristina Faerstein**

Manager, Compensation and Total Rewards at a tech vendor with 201-500 employees

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“I no longer use iCIMS Recruit, as I used it in 2015 and 2016 when I was the project manager and the person in charge in the Lafarge group before the merger with the Holcim group. At that time, we did not have any ATS or we had a recruitment tool that was not modern. I proposed to go for an ATS and I was the one choosing iCIMS Recruit and managing its implementation in Lafarge and Holcim in 2015..”

**Carole Bernard**

HR direct at a transportation company with 10,001+ employees

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“I previously used ClearCompany, which was simpler with limited features and not robust reporting compared to iCIMS Recruit. We had to go through our technical account manager to create reports for us, so we were super limited with ClearCompany..”

**Jessica Juarez**

HRIS Analyst at Ozinga

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“In today's market, comparable to other competitors such as Ashby and Greenhouse, I would say Ashby is a 10, and if I were to compare that to iCIMS Recruit, I would say iCIMS Recruit is probably a one..”

**Verified user**

Recruiting Coordinator at a tech vendor with 1,001-5,000 employees

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“Before choosing iCIMS Recruit, I evaluated over a dozen options, including Workday, UKG, Lever, Greenhouse, and Gr8 People. I sent them our list of requirements, and some told me right off the bat that they couldn't meet our needs. After seeing a lot of demos, I noticed that they would not meet our needs, but iCIMS Recruit definitely was true to their word in meeting our needs and even exceeding them..”

**Jessica Juarez**

HRIS Analyst at Ozinga

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“When I was at H&R Block, they were previously using Connects a BrassRing and I showed them how much better iCIMS Recruit was compared to Connects a BrassRing. Connects a was not as easy to navigate as iCIMS Recruit, and they had a lot of people coming in and out of the company with really good internship programs where new people and young people are always learning the system. I definitely pushed for them to go from Connects a to iCIMS Recruit within the people and culture department, and they definitely made that change.

“At my previous job, we used Connects a BrassRing. We switched because it was very unorganized and probably a price difference too, but I wasn't on that back end. It was definitely unorganized and not the easiest to navigate. I'm a fast learner, so I caught on to it very quickly. The clicks were very unorganized and you could easily make mistakes..”

**Csmart Smart**

[Read full review](#) 

Substitute Teacher at a educational organization with 201-500 employees

# ROI

Real user quotes about their ROI:

“I have seen time saved, as I touched on in my previous responses. I cannot currently share money saved, but I believe that saving time also correlates to saving money..”

**Cristina Faerstein**

Manager, Compensation and Total Rewards at a tech vendor with 201-500 employees

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“I did not notice specific metrics or outcomes, such as time-to-hire improvements, during that period, as it made no sense to compare with our previous system. However, what was appreciated was the ability to post numerous jobs within a short timeframe and manage many applications for each job posted..”

**Carole Bernard**

HR direct at a transportation company with 10,001+ employees

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“I am pretty sure the company was not saving a lot of money with iCIMS Recruit. The company actually transitioned to creating an applicant tracking system at their end. Eventually, the company created one in-house. There was not too much money savings that were driven with that..”

**Psoni Psoni**

Technical Recruiter at Electronic Arts Inc.

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“I have seen a return on investment as an applicant because I can do more applications, and it makes things straightforward because I know how to anticipate answering the questions. I assume that for the companies that use it, it probably saves them a lot of money from having to do research or have the recruiters contact the applicants with questions..”

**John Dittmer**

Senior Policy and Process Functional Lead /Cybersecurity/Information Assurance (CS/IA) at a consultancy with 51-200 employees

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“I have noticed an ROI mostly from the time saved. We find that there's an efficiency in terms of how our recruiters can go through, do the whole process and see everybody at a glance. Levering onboarding has also helped us to be more efficient, help with soft boarding, and complete all new hire paperwork remotely. .”

**Cheryl Cole**

Sr. Benefits and HRIS Analyst at a healthcare company with 1,001-5,000 employees

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“I've definitely seen a return on investment, especially with time saved, as we're using less time to troubleshoot and help candidates complete their application or follow up with incomplete applications. The onboarding module has saved us a lot of time and money, and the iForms feature allows us to save on DocuSign or its competitors. So, we have saved some money using iCIMS Recruit features.

There's huge buy-in from our organization, as they saw the return on investment within the first year, which is why the subsidiaries asked to be rolled into iCIMS Recruit as well..”

**Jessica Juarez**

HRIS Analyst at Ozinga

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# Use Case

“My main use case for iCIMS Recruit is recruitment.

“A specific example of how I use iCIMS Recruit in my recruitment process includes pipelining, candidate withdrawals, and candidate placement..”

**Mnj Johnson**

HR Representative at a university with 5,001-10,000 employees

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“My main use case for iCIMS Recruit includes conducting background checks and eligibility checks.

“I do not have anything else to add about my main use case with iCIMS Recruit; it is basically just for a database. We source for external candidates and then we use iCIMS Recruit to process the candidates so it can be a seamless integration between the background checks and everything related. That is the last step of the process; all their data is stored there..”

**Lussali Selena**

Technical recruiter at a tech vendor with 10,001+ employees

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“My main use case for iCIMS Recruit is to source candidates as well as work them through onboarding.

“A specific example of how I used iCIMS Recruit to source or onboard a candidate is that I would go into our requisitions, weed through all the applicants, find the applicants that were good candidates, pre-screen them, and send the pre-screen and the candidate's information to the hiring manager to conduct interviews..”

**Cindy Blaylock**

IT Engineer with 10,001+ employees

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“As a recruiting coordinator, my main use case for iCIMS Recruit was to import candidate resumes into their candidate profiles within the system and also monitor feedback form submissions from interviewers for in-person onsite.

“In my role as a recruiting coordinator, if a candidate's phone number was missing, it was easy to import that to their candidate profile, and the same applied to their resume. I also sent reminders to interviewers to submit their feedback form or scorecard within the system if the interviewer did not submit it within a specified time frame and SLAs that were established at the time and before the debrief happened..”

**Verified user**

Recruiting Coordinator at a tech vendor with 1,001-5,000 employees

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“My main use case for iCIMS Recruit is for new hires, onboarding, and we just initiated automation with ServiceNow. I am aware of integrations with Accurate for background checks, I-9 processing, and Griffon.

I use iCIMS Recruit for new hires and onboarding by posting the job, reviewing candidates' resumes, seeing how many people are applying, checking the industry, reviewing the job requisition, and then looking at the demographics of the teammate. We use all of that for the integration on the backend for it to be automated to kick off our onboarding.

I use iCIMS Recruit in my workflow by having it trigger whether it is a US or global teammate, and it kicks off a lot of our internal tasks to make hiring managers' onboarding process more automated for their new hires..”

**Verified user**

[Read full review](#) 

HR Ops Coordinator at a educational organization with 11-50 employees

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“Our main use case for iCIMS Recruit was the flexibility of the tool, which allowed us to easily publish job announcements and receive resumes. It also enabled our HR team based in various countries to access the same data, job announcements, and resumes simultaneously, which made it really easy to use.

“A specific example of how my team used iCIMS Recruit in our daily work is that we published more than 500 job announcements within three weeks. We effectively followed up on all the resumes we received, and because the platform was easy to sort job announcements and retrieve resumes, any HR could take over from another HR without prior recruitment knowledge. Within a very short period, we had many job opportunities to fill with a distributed HR team, switching from emails and a fixed job board to iCIMS Recruit, which was a vastly improved and user-friendly experience..”

**Carole Bernard**

HR direct at a transportation company with 10,001+ employees

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I am sure my team evaluated other options before choosing iCIMS Recruit; I was an entry-level employee and it was already implemented within the company, so I am sure they did their due diligence, but I am not sure which other competitors they evaluated..”

## Verified user

[Read full review](#) 

Recruiting Coordinator at a tech vendor with 1,001-5,000 employees

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“The initial setup isn't complex at all. It's very straightforward and simple.

However, when it's not straightforward, their customer service is excellent. If it's something I'm not sure I have access to change, I will open a help desk ticket and they will help guide me through it.

I want to say it was four to six weeks in terms of deployment time. This included the training, the data, the customization, and getting the data migration.

We did keep our old ATS open for a little while. We closed out some jobs in the old one and then started fresh in the new ones for tracking purposes.

The solution doesn't require too much maintenance. .”

**Cheryl Cole**

Sr. Benefits and HRIS Analyst at a healthcare company with 1,001-5,000 employees

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# Customer Service and Support

“I have no feedback on customer support regarding iCIMS Recruit; I never experienced any negative feedback or positive feedback, so I am neutral about it..”

**Verified user**

[Read full review](#) 

Recruiting Coordinator at a tech vendor with 1,001-5,000 employees

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“Customer support for iCIMS Recruit can be improved. I have seen some delays and sometimes inconsistent support, so that can definitely be improved a lot more..”

**ManishGupta9**

[Read full review](#) 

Managing Director & CEO at Talenton Global

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“The customer support for iCIMS Recruit, specifically the technical customer support, leaves a little bit to desire, as with any other SaaS company. It's hit or miss, as some support technical people will give you a different answer. I do find a lot of help with other system admins, so they are my go-to..”

**Jessica Juarez**

[Read full review](#) 

HRIS Analyst at Ozinga

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“The customer support for iCIMS Recruit is terrible. I chose a rating of six because the customer service has been terrible, and we have gone through numerous account managers. iCIMS should consider all companies regardless of size as important customers, and when we informed them we were considering switching, nobody seemed to care or attempt to remedy the situation..”

**Verified user**

[Read full review](#) 

Senior Technical Executive Recruiter at a tech services company with 51-200 employees

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“Customization was required in some areas or was a limited feature. Overall, when it comes to workflow automation, it has really helped me and saved a major amount of my time.

“I would recommend iCIMS Recruit for full-cycle recruitment, but there are some changes required. Some tickets require a lot of time to get solved when it comes to customer support. Although it has helped make my workflow automation easy, it had a limited customization option..”

**Jeni Patel**

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Hr Coordinator

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“In 2015, I was fortunate to work with some extremely helpful and dedicated iCIMS Recruit team members. The sales team was in the UK, I was in France, and the development team was in the US. Although some in my company had concerns about the teams being spread out, it proved beneficial as I was able to review all developments throughout the day, provide feedback, and participate in end-of-day conferences with the development team. The following day, I could see their progress and the new results, making the process very smooth.

“The support from iCIMS Recruit teams was very good..”

**Carole Bernard**

HR direct at a transportation company with 10,001+ employees

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## Other Advice

“The advice I would give to others looking into using iCIMS Recruit is that implementation is critical, and testing it thoroughly is essential. I would rate this product an eight overall..”

### Verified user

HR Ops Coordinator at a educational organization with 11-50 employees

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“I would advise others looking into using iCIMS Recruit that it will fulfill the needs if you are needing to hire qualified candidates in a timely manner. I would rate this solution an 8 out of 10..”

### Cindy Blaylock

IT Engineer with 10,001+ employees

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“The advice I would give to others looking into using iCIMS Recruit is to look at the manual, take training courses on it, and see people who use it within your organization to see how best to use it for yourself and continue to grow. I would rate this product a 7..”

### Mnj Johnson

HR Representative at a university with 5,001-10,000 employees

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“I do not have any data that I can give you on how much iCIMS Recruit has improved or measured success with specific outcomes. However, it is straightforward, and I guess it saves a little more time, but most of the tools out there do the same thing.

“My advice to others looking into using iCIMS Recruit is to read the documentation, go through the training videos, and then get started and try to do it yourself.

“I do not have any additional thoughts about iCIMS Recruit; that is about it. My rating of this product is six out of ten..”

**Lussali Selena**

Technical recruiter at a tech vendor with 10,001+ employees

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“I did push for the last company I was with that would use a different system for sending out blast text messages to candidates and current employees. I pushed them to try to utilize iCIMS Recruit because iCIMS Recruit has a feature where you can send out blast text messages. I definitely pushed for them to use everything in one system.

“As far as reporting and analytics, we did move outside of iCIMS Recruit to pull reports while I was at H&R Block and also while I was at Tradesmen International. We did use different programs for analytics and reporting rather than iCIMS Recruit. I'm not sure what that looks like within iCIMS Recruit or maybe it just wasn't the best program to use, which is why we branched out to a different program.

“I would definitely utilize iCIMS Recruit's learning resources on their website to be able to make the most use of iCIMS Recruit. I would go into my positions and just do the bare minimum that I was trained to do because they never really showed me how to utilize iCIMS Recruit, but I could have been learning outside of the company and taking it back to them to show them different things. I would definitely recommend utilizing those classes or any conferences or whatever that iCIMS Recruit has. My overall rating for iCIMS Recruit is a 9..”

**Csmart Smart**

Substitute Teacher at a educational organization with 201-500 employees

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“At that time, it was decided not to integrate iCIMS Recruit with other tools due to the administrative constraints of payroll and core HR in France, making smooth integration difficult, so integration was not pursued.

“I would rate iCIMS Recruit an eight out of ten. I chose this rating because iCIMS Recruit was quite easy to use and implement. The support from iCIMS Recruit teams was very good. I did not give a higher rating because I always see potential improvements, particularly regarding reporting functionalities that were not easy

to customize at that time.

“I found the accuracy and reliability of the output from iCIMS Recruit during my use to be excellent.

“For others considering iCIMS Recruit, my advice is to be very aware of legal constraints, rules of confidentiality, and internal HR policies specific to the country of implementation. For example, my company mandates that unless an applicant is invited for an interview, their application remains confidential and is not shared with the direct manager. This means additional messages should be sent to applicants to clarify this confidentiality.

“In 2015, iCIMS Recruit was relatively new to the market, and I have been proud to have chosen it and led its implementation for potentially 90,000 employees in 90 countries. I know that iCIMS Recruit has grown its reputation and is well-positioned in the Gartner quadrant. Although there are always improvements to be made, I wish iCIMS Recruit the best in its development..”

**Carole Bernard**

HR direct at a transportation company with 10,001+ employees

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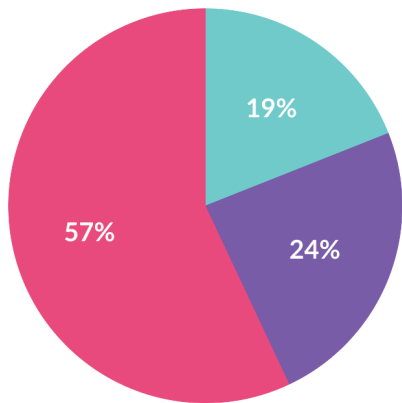
# Top Industries

by visitors reading reviews

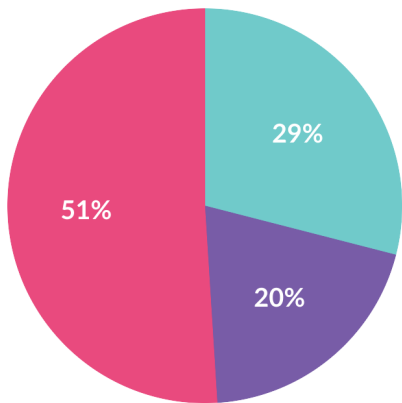


# Company Size

by reviewers



by visitors reading reviews



 Large Enterprise       Midsize Enterprise       Small Business

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