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Build a stronger  
hiring foundation  
with professional  
services

# Where software ends and service begins

When considering a new ATS, you'll likely be comparing features and making decisions based on whether a provider meets the minimum requirements. However, what we have learned from our 6,500+ customers is that you need more than a set of features that promise results – you need a partner to guide you as your business grows and your needs change. Your ATS vendor should address how they plan to support your organisation, from implementation and data migration all the way through to training and ongoing support.

## Expect more

Many SaaS companies forget the service that's needed to support the software they provide. Some vendors see their service offering as going above and beyond, so they don't invest heavily in professional services for their customers. Look for vendors who are aligned to your culture and demonstrate a commitment to serving their customers with more than 24/7 chatbots.

ATS providers should offer an array of professional services and support to give you the confidence you need to take on what's next for your organisation. The strongest partners do not just help you launch. They help you adopt, optimize, evolve and scale over time.



# Services to consider

## **Implementation support**

Implementation support should guide you through setup and product - with the right balance of personalised system design, configuration guidance, best-practice recommendations, live training and regular check-ins. Whether you are launching a new ATS, revisiting your setup as your team grows or re-implementing to support changing needs, you will need true expertise to help align the system to your hiring goals. Be sure your ATS vendor provides an implementation plan and timeline, complete with roles and responsibilities, so your team can move forward with clarity and avoid unexpected service fees.

## **Data migration support**

Data migration support should be treated as a critical service, not an afterthought. Moving jobs, candidates, applications and prospects from a previous ATS or CRM requires experience, rigor and a clear methodology. Your vendor should be able to support historical and active data imports with a strong focus on data integrity, accuracy and minimal disruption to your recruiting operations. This can save your team from the burden of manual work and help you get up and running faster with confidence.

## **Strategic consulting**

Strategic consulting takes success a step further. The strongest ATS providers offer consulting services that help you optimise recruiting workflows, refine system design, solve specific recruiting challenges, adapt to organisational changes, streamline data inputs for better reporting and align your ATS with broader HR technology initiatives. Reviewing your strategy and how your product is set up to meet that strategy should not be a one-time event. It should be revisited as your business grows and changes, especially if you are planning a multi-year investment.

## **Design optimisation services**

Design optimisation services can help you go deeper on process and system improvement. Through discovery sessions and collaborative workshops, your ATS partner should be able to identify opportunities to improve recruiting workflows, refine system structure, address specific pain points and tailor your configuration to your organisation's goals. This is especially valuable for companies that are scaling, going through organisational change or looking to improve the quality and consistency of their recruiting data.



# Services to consider

## **Strategic training**

Strategic training should help boost user adoption and confidence over time. Rather than relying only on one-time onboarding, look for ATS providers that offer role-based, workflow-based training tailored to how your teams actually work. This can be especially helpful when onboarding new users, launching updated processes or reinforcing best practices as your recruiting organisation evolves.

## **Technical consulting**

Technical consulting, especially for custom integrations and complex systems work, should be a standard consideration from your ATS provider. Since the ATS is the backbone of your talent acquisition stack, you may need more than pre-built integrations. Your vendor should help you design, develop and implement bespoke integrations, optimise data workflows, recommend the right configurations, and provide access to technical experts who understand APIs, data models and the realities of enterprise hiring environments. This is especially important for organisations integrating with HRIS platforms, internal tools and other third-party systems.

## **Technical account management**

Technical account management can provide an added layer of support for organisations with more complex hiring environments. If your company is managing advanced configurations, multi-system integrations or a rapidly scaling infrastructure, a dedicated technical advisor can help proactively optimise platform performance, streamline integrations, accelerate troubleshooting and ensure your ATS continues to align with your broader business systems over time. This kind of ongoing technical partnership can be especially valuable as your organisation grows in scale and complexity.

## **Embedded operations**

Embedded operations can provide a more hands-on model of support for teams that need operational expertise in addition to strategic guidance. Rather than simply advising from the outside, this type of managed service can place a recruiting operations expert directly into your environment to help execute strategy, maintain workflows, optimise product usage and support adoption on an ongoing basis. For lean teams or organisations without deep in-house Recruiting Ops expertise, this can be a valuable way to keep your recruiting engine running efficiently while getting more value from your ATS investment.



# Make the confident choice

To have the confidence to move forward with your new services-oriented ATS vendor, you should know:

- What's included and what will be an additional expense
- Who will be on your success team and extended team at their organisation
- Timelines, roles and responsibilities across your team, the vendor team and any third-party service provider/systems integrators
- What services and resources are available and at what stage/cadence during the lifetime of your relationship with your ATS provider
- How you and your provider will measure success across any/all service engagements
- Who among their customers can be specifically referenced regarding their professional service engagements
- What not to do based on input from the ATS vendor



# Final thoughts

You can and should expect more from your ATS vendor. Don't hesitate to ask what more they can offer to make you feel comfortable taking on yet another software solution. We understand that change at companies like yours is challenging, but you can feel confident in your decision to employ a new ATS if you know they're offering more than software. Seek out the companies who are also offering the services you need to succeed.

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To understand more about how Greenhouse stacks up as an ATS, [book a demo here](#)