Getting a head start in search

TuscarnyTurnbull

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It is the robust workings, alongside the fast and seamless integration of the comprehensive search software from Invenias, that David Tuscarny says has contributed to such a successful start to the first year of his newly established executive search firm, TuscarnyTurnbull.

With a background of more than twenty two years working in the industry, David has gained a comprehensive working knowledge of previous systems, so knew precisely what his requirements from a search system were. He also knew what he wanted to avoid, including reliability problems that could potentially become frustrating, bothersome and cause business down time. "The system I previously used had issues I was keen to avoid. I found it very 'buggy', critically for me, my team had constant issues with the system crashing. Not only that, but everything was on a separate system that required jumping in and out of screen views and programs. I had accepted that no system integrated cleanly with our other basic systems.

"Then I saw that the AESC (Association of Executive Search and Leadership Consultants) had partnered with Invenias, so I booked the demo and was immediately impressed with what I saw. The key points for me were the crisp integration and the familiarity of a sophisticated system that integrates totally inside MS Outlook that is easy to use for staff of any ability.

"This would have been enough in itself, but in addition the Invenias Client Portal makes communication between us and our clients extremely effective, it streamlines communications and made the decision to adopt Invenias obvious, for both my business and my clients."

David says that the business, which is mainly insurance and asset management, is already testing the capabilities of the system. While the company was only launched in August 2015, TuscarnyTurnbull is experiencing rapid growth in Europe and Asia, which means they need complete reliability 24 hours a day.

"We had the initial month's trial and the system didn't crash once, no matter how hard I tried to break it, I genuinely had no technical issues whatsoever, I did try the patience of their tech team for the sake of it. On the odd user error, tech support was never critical, they are the friendliest people, even when I broke it, it was always their gracious fault."

Keen to point out how easy implementation has been David says that everything from the adoption of the system to the training has been "very good, very intuitive and very simple". Not only that, David is certain that its functionalities marry seamlessly with the future direction of the business.

"Fundamentally we are a top table search firm, but top down our process works, we recently reduced the recruitment spend of a Dutch firm from $2.6million to $600,000. Following this we now have other clients for whom we will be running their entire recruitment process. So using the Client Portal from Invenias is very important to us because we can give our clients logins to view their vacancies which they can approve, and then they are loaded automatically onto the internet via Invenias.

"We manage the process for our clients and they can see what is going on with their vacancies, they can see the candidates we have filtered and uploaded to the portal and then they can send back their feedback, with phone calls or emails. We've given them a managed service which means the clients aren't wasting time unnecessarily."

Another key element for David was the user interface. "This was incredibly important to us; we wanted the screens and layout to look clear, modern and clean. Other consultants might not be as 'tech savvy' so we wanted to bring on board a system that could easily be embraced with something everyone is already used to." And, while they may not have been points of concern when David initially set about researching and deciding upon a system to suit TuscarnyTurnbull's needs, he has since discovered additional benefits too.

"We had a researcher who came on board to work for us. After a few weeks I was troubled by the amount of activity from them on Invenias, activity that just wasn't there. I thought it was best to take a look at the records in order to validate what was going on.

As any leader of a search business knows the integrity of data is key. Data validating and checking integrity of data is a simple task, you are always in control.

"Reports are produced very easily and quickly - it only takes about thirty seconds. The reports provide key information, including lists of candidates that have been entered into the system. This makes it very easy to see if individual KPIs are being met, for example: are they making enough candidate calls? Are they conducting enough marketing calls? It is really very easy, intuitive and simple. You're not jumping in and out of modules or having to create complicated reports."

"The whole reason for implementing Invenias in the first place was to be able to track all of the communication correspondence with clients and candidates as they move and migrate between businesses. Invenias ensures that we can do this with ease, it works perfectly, seamlessly and all the trickery is behind the scenes."

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