



Case Study: JLD Recruitment Ltd

Essex based recruiters JLD introduced skills testing to their candidate experience in 2013. Having contacted a couple of testing companies at the time, they found ISV Software to be the most competitive. Joanne Dray and Dawn Whybrow, Directors at JLD Recruitment comments; "The service we received from ISV from enquiry to set up was outstanding".

JLD Recruitment pride themselves on their listening and customer service skills so having access to online testing is key as it enables them to spend "valuable time" with their candidates. Communication and understanding of their candidates' wants and needs are paramount to JLD. Similar to ISV, the recruitment company is also REC audited; this is just one of the factors that influenced their decision as they were assured of the quality standards that ISV endeavour to offer to all of their clients.

The FastPath system is generally used by JLD for office based roles, frequently administering tests such as spelling, typing and the Microsoft Office suite; just a sample of ISV FastPath's 200 ready to use tests that are on offer. Not only is ISV's system "very cost effective" for JLD but it also saves them time in the office. These aren't the only features that the company enjoys through their online skills testing software; the expressed, "The account management is superb, the service provided is constantly being upgraded and we are spoken to on a regular basis. For us, the candidate better matches the job specification having already been tested so they can hit the ground running."

Access to FastPath includes the Question Builder function, this allows users to create their own tailored assessments; JLD Recruitment view this as a great differentiator to their competitors as they can cater for all of their clients' requirements. "FastPath is a selling feature to our clients –we can provide them with a candidate's CV along with test results that they know are accurately reported and we have found that this is an excellent selling feature when promoting our company to new clients – Thank You ISV from Joanne and Dawn.

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Joanne Dray and Dawn Whybrow,
Directors, JLD Recruitment



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