

WHO WE ARE

- ✓ Part of Dillistone Group Plc, global leader in the supply of technology solutions and services to recruitment, staffing and executive search businesses, as well as corporate HR teams around the world.
- Behind some of the best-known brands in the recruitment technology market.
- ✓ Team of more than 100 people spans three continents, offering exceptional service and 24/5 support to clients around the globe.



30 years history



18,000 recruiters



70 countries



50,000 tests/month



WHAT WE DO



Easy-to-use, innovative, all-in-one recruitment software that streamlines recruitment processes and automates mundane admin tasks, making businesses more efficient, customercentric and competitive.

Talentis

GLOBAL

Leading cloud executive search software. Fast, easy to use, and efficient, it offers a transformational approach to sourcing and recruiting candidates with built-in search across 250M+ public profiles and virtually no data entry.

isv.online

Market leader in online skills testing and training, working with consultancies and employers to help them secure and retain the best talent. ISV gets the recruitment process right by avoiding bad hires and improving onboarding.

ī GatedTalent

The private network designed to allow senior executives from more than 100 countries to share their information, achievements and aspirations with recruiters, all while supporting GDPR compliance.

FileFinder

Established executive search software used by thousands of executive search recruiters globally combining database, project management, web research and CRM tools designed specifically for executive search and headhunting.

Voyager Infinity is fully integrated with ISV.Online Skills Testing

FileFinder SaaS clients benefit from no-cost access to Talentis and senior-level candidates who are GatedTalent members





We are Ikiru People

(Teambuilding event, February 2020)

IKÍRU PEOPLE











very prompt service so quickly resolved

★ ★ ★ ★ ✓ Verified

Gabriela

The team is outstanding

The team is outstanding, working together as one.



Adam

1 review

Verified

Great service

Fast, friendly service.



Jane

2 reviews

Verified $|\star|\star|\star|\star|\star$

Impeccable!

Verified

Impeccable!

Service done well

Gonzo38

2 reviews

Very proactive and supportive with their customers, recommend 🔥

Peter

★ ★ ★ ★ ★ Verified

5 days ago

Great technical support

Great technical support, got an answer to my problem within 30 minutes of sending it.

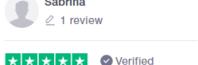




Great Service

Fast responses with accurate details

I wish all support teams were this good!



Great system

Great system. Easy to use.









Always a pleasure to work with these...

Always a pleasure to work with these people.

PERFECT

Quick Response and the Issue was sorted

Verified











Verified

Excellent service.

Always great customer service and quick...

Always great customer service and guick to resolve any issues

Excellent system

Excellent system, consistently changing with the world and adapting to new ways of working. Very helpfull staff nothing is too much trouble. Very supportive company, its the perfect system.







Leon

1 review

Verified

Great product, great support

Accurate and prompt service. Friendly staff. Great product.







Excellent Product & Service

Excellent company from start to finish. The product is great and versatile to suit all sectors. What sets this company apart is the level of customer service provided. I am delighted to be using Voyager Infinity for my company.



Melanie





Infinity

Recruitment software and CRM.
Now with FREE skills testing
to deliver better candidates faster.









Easy-to-use < Affordable < IR35 ready < GDPR compliant <



- Voyager Infinity is the smart recruitment CRM for permanent, contract and temporary recruitment
- Increase productivity, achieve greater visibility on performance and eliminate unnecessary tasks
- Full integration with MS Outlook and Office 365, MS Teams and CV-Library (subscription required), and more...

- The only solution that comes with FREE Online Skills Testing, allowing you to recruit smarter and test, process and score an ever-increasing number of candidates at no extra cost.
- Intuitive, automated recruitment workflow
- Search and import candidates from the web
- Business Intelligence reporting tool included with Voyager Infinity SaaS



Voyager Infinity Security, Resilience & Disaster Recovery

- ** Infinity is a client-server application that can be deployed:
 - entirely on-premise
 - in a SaaS environment with Voyager Software hosting the service and data on the Azure platform
- ♣ User Authentication: Each Infinity user, whether on SaaS or on-premise will be given a unique username and password managed from within the Infinity product by users with the necessary permissions

- *A third-party security company conducts regular penetration of the Infinity SaaS product
- Infinity is developed using automated continuous deployment and this means regular updates (bugs fixes and new features) deployed seamlessly to all users
- ** Automatic georedundant full, differential and transactional backups retained for 35 days



Voyager Infinity Security, Resilience & Disaster Recovery cont.

- A full Disaster Recovery restore of the database is expected to take less than twelve hours and less than one hour's worth of data would be expected to be lost
- All staff who have access to client data are reference checked, are trained on data protection legislation and cyber security and are subject to a confidentiality agreement
- On occasions where our support teams might need access to front end client

- systems this is typically undertaken via specialised tool which does not expose the logon credentials to the end user.
- ** Risk Assessment is a permanent item on the board agenda





Client video testimonials



"It is the attention to detail that really sets Voyager Infinity apart from other databases that I've used. It's like they've gone round every recruiting company and then decided to create a system that offers the best of everything."

Kelly Knopp, Founder, Southern Education Recruitment

- New start-up
- REC member
- Perm & contract recruitment
- Chose Voyager Infinity over many suppliers

- Established boutique firm
- APSCo member
- Perm, search & contingency recruitment
- Migrated from one of the best-known CRMs

"Having a CRM and a data solution that underpins a high growth recruitment agency is paramount. We've been delighted to see how things have worked with Voyager Infinity over the last few years and are really excited to see the next evolution of that platform."

Chris Dunning-Walton, Director, InfoSec People





"Thanks to Voyager Infinity and ISV.Online, we're working quickly, efficiently, to give our candidates and clients the best service possible. The investment we made in switching to Voyager with ISV integration has been one of the most sound business moves since we set up."

Rebecca Bannerman, Director, Amber Employment Services

- Local recruitment business
- REC and TEAM member
- Perm, temp & contract recruitment
- Used Voyager Infinity and ISV.Online for over 2 years



Case studies



- Award winning agency
- Focus on local recruitment
- Migrated from Act!
- Used Voyager Infinity for 5 years
- Read the case study



- Recruitment agency and executive search firm in Dublin
- Chose Voyager Infinity over 7 suppliers
- Read the case study



- Specialist perm and freelance agency for the media industry
- Migrated from evolve to Voyager Infinity
- Read the case study



- Independent agency focusing on the public sector
- Early adopter of Voyager Infinity and ISV.Online integration
- Read the case study



- Well-known Midlands/South West recruitment agency
- 20 years in business and 6 specialist divisions
- Migrated to Voyager Infinity to facilitate remote working
- Read the case study



- Permanent, contract and headhunting services for the energy and medical industries
- Chose Voyager Infinity as the best system to support their growth
- Read the case study

More case studies







Mid-Office

The software solution to automate and simplify your Recruitment Agency's pay and billing processes











Take the hassle out of Pay and Bill

The gap between Recruiters and Finance teams can be huge. They are not often in the same building, let alone the same room. Is it any wonder that they often clash and get it wrong?

It's the reason why we built Mid-Office.

Mid-Office pulls together Recruiting and Finance/Back-Office teams. By using one platform, mistakes, duplication, data-entry and delays are eliminated.



Request a Mid-Office demonstration

11 Reasons why Businesses using Mid-Office are more

- Temp, Contract & Perm placements are automatically verified
- * All past, current and future bookings are kept in one place
- * Bespoke sales invoices can be created
- Purchase order and Self-Bill processes are automated
- Real-time visibility on your profit, margins, sales daybook and credits
- Customisable commission statements for Recruiters
- Complete timesheet entry, validation and authorisation in seconds
- Optional timesheet portal
- Bespoke integration to Client Portals available
- Centralised super fresh KPI dashboards
- Suitable for all worker types: PAYE, LTD, CIS, Umbrella, Self-Billing Contractors (including IR35)

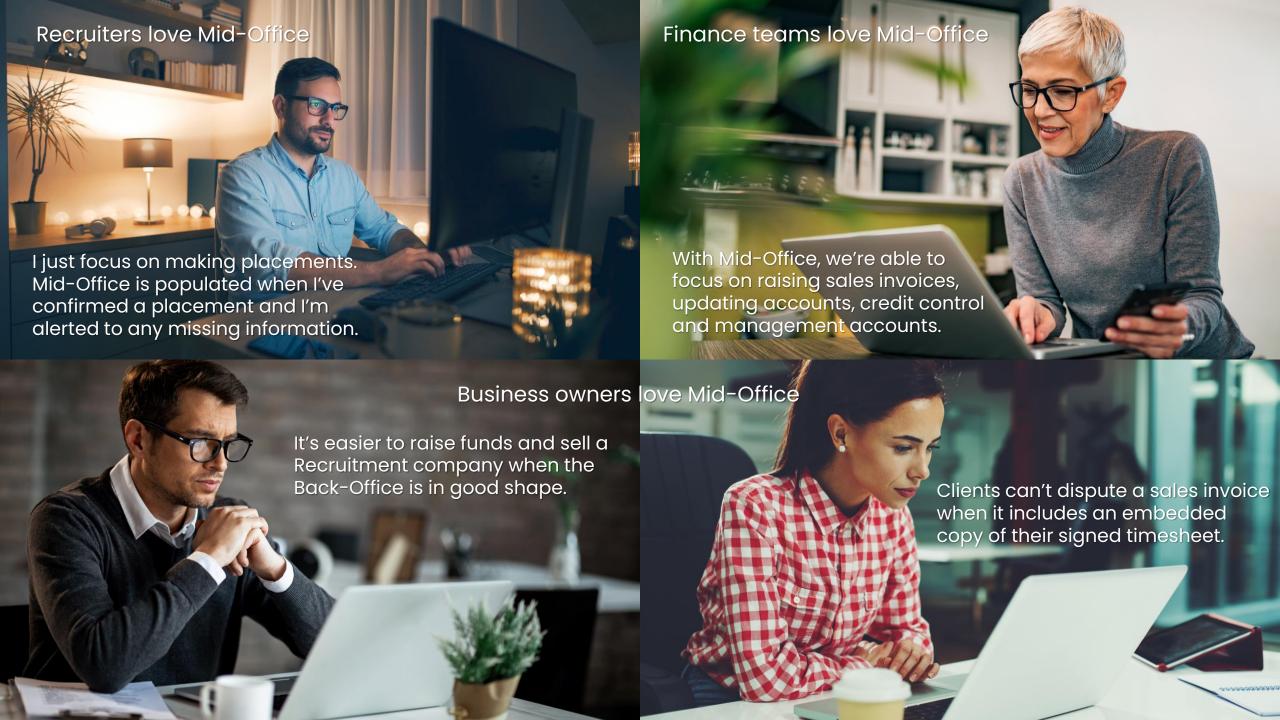


7 Reasons our Users love Mid-Office:

- Missing timesheets centrally chased
- Reduced back and forth between the Recruiters and the Back-Office staff
- Improved accuracy "Right first time"
- Missing data spotted immediately like NI numbers on PAYE placements
- ** Entire Pay and Bill process simplified
- Invoices get paid quicker they're right first time
- Workflow Wizards eliminate the need for an Accountant to process timesheets and raise sales invoices







Excellent Trustpilot reviews





Great Service

Philip. J. Hughes

2 3 reviews

Fast responses with accurate details

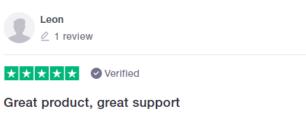
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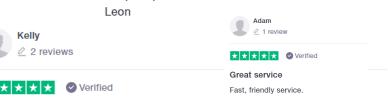
Great system

Verified

Great system. Easy to use.



Accurate and prompt service. Friendly staff. Great product. Keep it up at Ikiru.



PERFECT

Quick Response and the Issue was sorted

Verified

Verified



Always a pleasure to work with these...

Always a pleasure to work with these people.

1 review

★ ★ ★ ★ ★ ✓ Verified





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Excellent Product & Service

Excellent company from start to finish. The product is great and versatile to suit all sectors. What sets this company apart is the level of customer service provided. I am delighted to be using Voyager Infinity for my company.



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5 days ago

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Find out how
Voyager
can help your
Recruitment Agency

<u>hello@ikirupeople.com</u> <u>www.voyagersoftware.com</u>

UK: 0800 008 6262 Europe: +44 (0)1256 845 000 Australia: +61 (0) 2 8322 8111



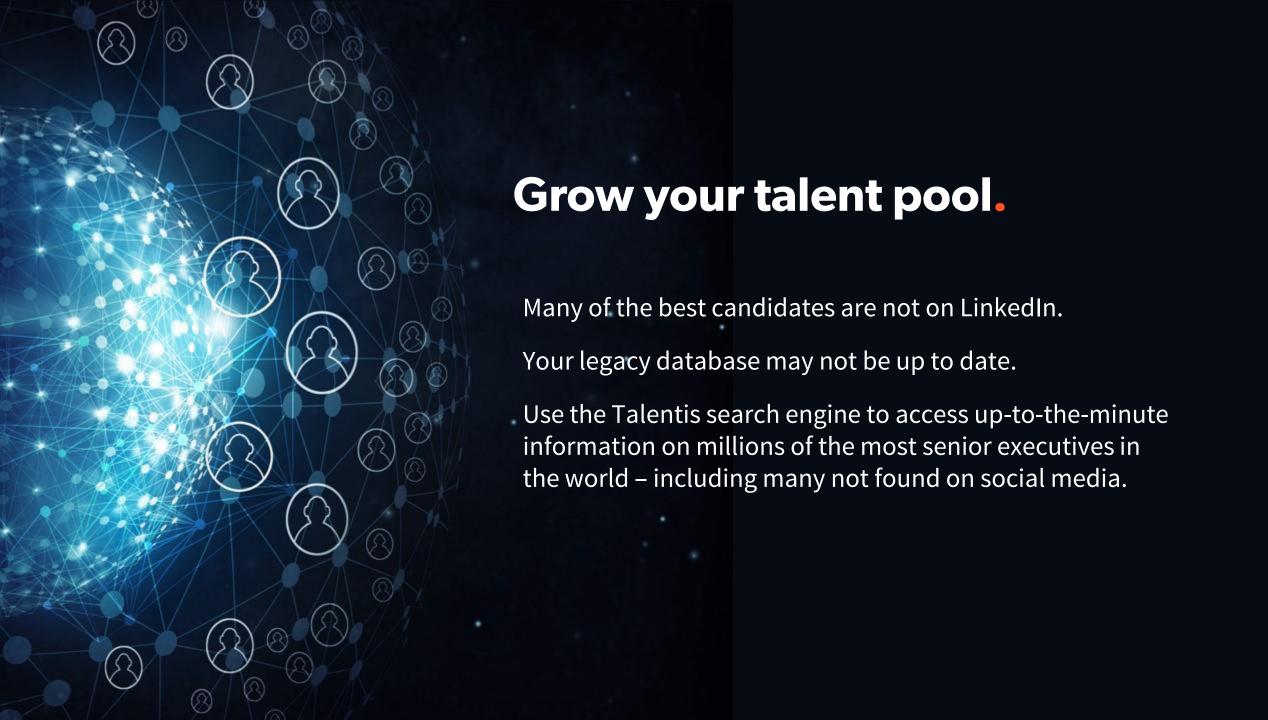






Executive search software that knows.

Talentis is a recruiting software like no other - here are just some of its key benefits.





Look beyond the obvious.

Our powerful AI engine will suggest alternative candidates based on the Talentis TalentGraph learning 24/7.

Keyboard-free data entry from a billion webpages.

Source candidates from across the web and then add them to a search assignment, make notes or update progress – instantly.

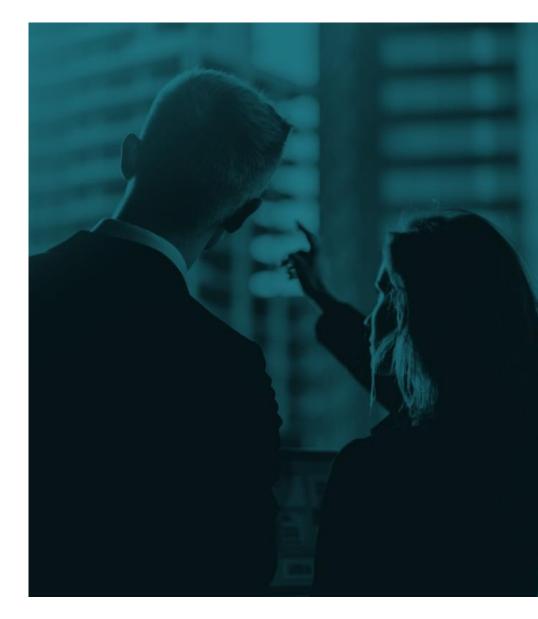


Understand the bigger picture.

Researching a candidate? Talentis will offer alternative information sources for deeper perspectives.

Acquire contact information – phone and email.

In-app purchasing of contact information for more than 450 million people is available via our data partners.







Constantly refreshed data.

The Talentis datapool is being updated constantly. When our technology spots a change, your database is automatically refreshed.

Experience quick, easy to use project management – or export candidate data to a CRM.

Use Talentis to manage your entire search process, or to quickly build a longlist prior to exporting sourced candidates to MS Excel.





Global support from a 5* vendor.

Talentis is a new product, backed by an established team. Learn why our service typically wins 5* reviews on Trustpilot.

Free trial. No implementation fees. Cost-effective subscription.

Evaluate the platform for a month with no obligation. Like it? Sign up on monthly basis, or for a year and take advantage of our special launch offers!



Join us for a webinar, book a demo, or sign up for a <u>free trial</u>.

www.Talentis.Global

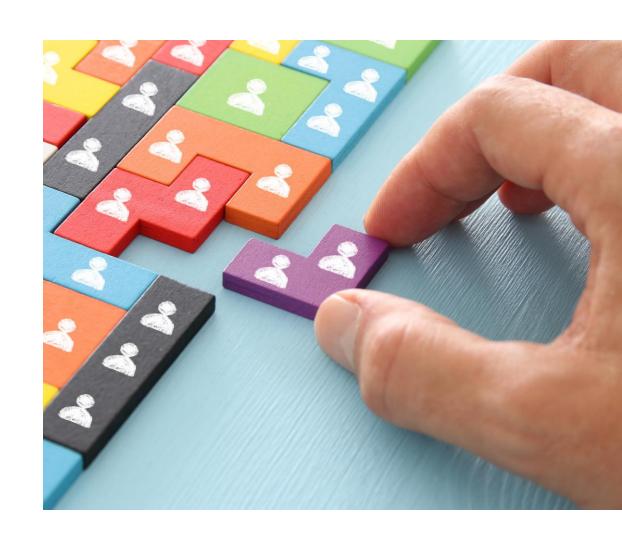






Benefits of online candidate testing

- ✓ Improve placement rates
- Increase employee retention
- Minimise risk in the workplace
- Reduce time to hire
- ✓ Reduce recruitment costs
- Reduce the risk of a bad hire





Benefits of training packages

- ✓ Reduce training costs
- ✓ Develop skills & knowledge
- ✓ Learner paced dip in & out
- Improve placement rates
- Increase productivity
- Boost retention rates





Over 200 online tests and training content available:

✓ Psychometric Testing

Cognitive Ability Testing

Contact Centre

✓ Literacy

✓ Data Entry & Typing

Microsoft Office

✓ Driving

✓ Health & Safety

✓ GDPR & Cybersecurity

Numeracy

Accountancy

Or build you own tests



Why use ISV. Online Skills Testing?



COST EFFECTIVE

With ISV.Online, you can send an unlimited number of assessments to each applicant for no additional cost.

You simply pay per person, not per test.

CUSTOMISABLE - OR CREATE YOUR OWN

Easily customise email templates to retain your brand awareness when sending assessments and results.

You can also create your own online assessments with our easy-to-use template builder tool – all at no additional cost.





CREDIBLE

We have been providing skills and ability assessments for over 30 years to many of the UK's largest recruitment agencies, well known household brands and fundamental public services.

We provide the most innovative skills testing software on the market helping save time, money and increasing employee engagement and productivity.



Client testimonials



"Our clients can be assured that the candidates we're putting forward have been thoughtfully and rigorously pre-qualified so that they can have a more streamlined and focused interview process. Ultimately, this saves them time and money."

- Local recruitment business
- REC and TEAM member
- Perm, temp & contract recruitment
- Used ISV.Online since 2018

Rebecca Bannerman, Director, Amber Employment Services - Listen to the podcast

- Established boutique firm
- APSCo member
- Perm, search & contingency recruitment
- Migrated from one of the best-known CRMs

"ISV.Online is a really effective tool which forms a valuable part of our assessment and selection process and allows us to provide clear and unbiased results to our clients and support & advice for candidate training."

Toni O'Flaherty, Director, Select.je - Read the case study





In these testimonials, we asked two clients to describe in detail why they decided to add ISV.Online skills testing to their recruitment process, how it has benefited them, and how it fits with their recruitment software CRM.

Read the testimonials







The leading Cloud Executive Search Software used by thousands of Executive Recruiters globally

www.dillistone.com



@FileFinder

FileFinder Executive Search Software is used by



Executive Search firms large and small globally

"FileFinder gives us the ability to support our core business regardless of the local technology infrastructure. To TRANSEARCH, FileFinder represents unparalleled support, a partner that understands our business, and providing an ever-evolving software solution which is the bedrock of our 20-year relationship."

Celeste Whatley, CEO, TRANSEARCH International

















































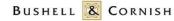






























What is FileFinder Executive Search Software?









Combines database, project management, web research and CRM



Designed specifically for executive recruitment



Cloud or server based



Work remotely from any device or through a browser



Work faster from MS Outlook



Source & import candidate profiles and resumes/CVs from the web



GDPR and other data privacy laws compliant



Monitor business development and KPIs



Save hours generating reports or share data in the Client Portal





Gain access to senior-level passive candidates with our exclusive integration to GatedTalent



Data Migration



- Ikiru People's Data Analysts have a combined 30 years' experience of migrating data to FileFinder
- Over the years, we have migrated 100s of clients onto FileFinder both large and small
- Expertise in data migrations from Bullhorn Invenias, Cluen Encore, Profile, Bond Adapt, Salesforce and ACT as well as from spreadsheets, MS Outlook contacts and GatedTalent connections
- Optional premium services such as data cleaning and de-duplication also available

"We first made the switch to FileFinder back in 2015. The transition was seamless and the support team have consistently been responsive and on-hand to answer any of our queries. As a business we have gained considerable value from using FileFinder. The team are able to collaborate more effectively, especially across our offices in Hong Kong and Singapore. There is a huge amount of functionality to extract from FileFinder, all of which allows us to better leverage ...



by Managing Director, ADR Search

Rated 4.7 / 5 | 324 reviews





User Adoption and Training Options



- Highly skilled trainers, with wealth of experience and knowledge about Executive Search and Interim recruitment processes
- A choice of dedicated or shared online training session ideal for new employees or as a refresher training
- ♣ Post Go-Live Q & A sessions



Meet Debbie Herring –
Ikiru People Training Manager
and Senior Trainer



FileFinder Security



- FileFinder uses a 2048-bit SSL certificate and 256-bit encryption in transit
- SQL Azure TDE (Transparent Data Encryption) ensures all customer databases, backups, and logs are encrypted at rest.
- Access is granted to FileFinder by a User & We use Time-based One-Time ID and Password. The system-wide password complexity requirements, account lockout, forced password resets Security information: and password history options are all configurable.
- FileFinder has several user security

- levels that can be assigned to users according to their requirements and the requirements of the company.
- Users, roles, and permissions can all be configured to meet the security requirements of your organisation.
 - Passcodes (TOTP) for MFA.
- https://www.dillistone.com/filefindersecurity_information_saas/



Cloud Hosting, Resilience & Disaster Recovery





- Our clients' data is hosted in 3 Microsoft Azure datacenters:
 - West Europe (WE) in the Netherlands
 - Southeast Asia (SA) in Singapore
 - In the US (US Central)
- Data is backed up using SQL Azure automated backups. Full backups are created every week, differential backups every 12-24 hours, and transaction log backups every 5 to 10 minutes.
- Backup data is stored in geo-redundant storage blobs that are replicated to a paired Azure region.
- Disaster Recovery: In the event of a failure in the primary region, data will be restored within the corresponding paired region and our Azure DevOps release pipelines will deploy a new platform via code.



SLA



All technical support calls are dealt in priority order based on their severity

Priority	Common Example	Response
Critical (P1)	Multiple users unable to work	1 hour
Serious (P2)	Single user unable to work	2 hours
Moderate (P3)	Single/multiple users with issue on a main business process	1 day
Minor (P4)	Product training question/query	2 days
Outside SLA (P7)	Scheduled upgrade/server move	N/A

SLA: https://www.ikirupeople.com/ikiru_support_sla/



Post Implementation Support



- Dedicated Client Area on our website full of on-demand bite-size training videos
- Monthly no-cost training clinics
- Access to 24/5 technical and user support via our global offices for out-or-hours support rated excellent on Trustpilot





Client video testimonials





"FileFinder has always been very reliable. Because it is a very modern system on a modern platform, we don't have any issues with reliability. And, if there are significant upgrades that need to happen, we get very good warning around those. I think we have great support with FileFinder if we need it."

Jenny Fox, JSD Consulting (UK)

- Hunt Scanlon Top 40 Higher Education Recruitment Firm
- Chose FileFinder in 2017 for its logical nature and flow
- Uses the Client Portal to share data with search committees

- Boutique search firm for Asset & Wealth Management
- Uses FileFinder since 2008, migrating from own software
- Moved to a Cloud environment during the pandemic

"Our reputation and our competitive edge is built around our data and how we use it, and FileFinder is the engine of that offering. The key thing for us in selecting FileFinder was your years of experience working with one of the world's premier search firms - that's been invaluable."

Basil Reid Thomas, Valentine Thomas & Partners (UK)





"What I specifically like about FileFinder is the project management capabilities. We use various reports for portfolio management purposes and client reporting, but also for internal purposes. The team has some certain KPIs and targets to reach, and FileFinder can provide you with activity reports on both consultants and researchers."

Jean-Marc Benker, ProfilerConsulting (Belgium & Luxembourg)

- Privately owned search firm
- Uses FileFinder since 2007
- Selected FileFinder over 3 competitive suppliers
- Uses the reporting tool for client reports and internal KPI management



Case studies and testimonials



- US-based search firm catering to small businesses and large corporations
- Migrated from MS Dynamics
- Reports efficiency gains
- Read the testimonial



- Executive search and Interim business in Australia
- Uses the browser version to operate remotely
- Describes FileFinder as it 'secret weapon'
- Read the testimonial



- Boutique search firm in Switzerland
- Migrated from generic recruitment software to FileFinder for its search-centric approach
- · Read the case study



- UK legal search firm
- Migrated from a less intuitive product
- Works with PCs and Macs remotely
- Read the testimonial



- AESC member
- Leading search firm in Australia
- Migrated from Invenias
- Uses FileFinder since 2016
- Read the case study



- AESC member with 60 offices in more than 40 countries
- Used FileFinder for 20 years
- Praises our unparalleled support regardless of local technology infrastructure
- Read the testimonial

More testimonials



Excellent Trustpilot reviews





★ ★ ★ ★ ★ ✓ Verified



Quick

Quick, seamless and professionally mandated upload of FileFinder software. Excellent rating.



★ ★ ★ ★ ★ ✓ ✓ Verified

Great service in difficult times

Given the current lockdown situation I was surprised by the speed of your response. Thank you.





We first made the switch to FileFinder...

We first made the switch to FileFinder back in 2015. The transition was seamless and the support team have consistently been responsive and onhand to answer any of our queries. As a business we have gained considerable value from using FileFinder. The team are able to collaborate more effectively, especially across our offices in Hong Kong and Singapore. There is a huge amount of functionality to extract from FileFinder, all of which allows us to better leverage technology in order to streamline our business and manage our customer data. The search capabilities along with the reports functionality have proven to be very effective tools. The support team have worked closely with us to tailor the platform to our needs both as a business and as individual users. Speed and reliability have always been a strong point. Owen in particular has been a fantastic person to work with over the years; he knows the software inside out and always makes himself available to help, however big or small the query is.



Jon did a great job reaching out to me...

Jon did a great job reaching out to me several times to finally get me and resolve the issue. And also added value by making introductions available to me as well. Not to mention Warren and Fred are awesome as well.



★ ★ ★ ★ ★ ✓ Verified



The person who answered the phone...

The person who answered the phone wasn't someone who deals with FF but had already identified the information that would be needed. This meant that my issues was resolved more quickly. The instructions sent to me to were clear and easy to follow.



Great system. Easy to use.

I was unable to retrieve documents from...

I was unable to retrieve documents from FF. I call the support, and was promptly attended. Great customer service.





Amazing CRM system and people = world class company

What are great CRM system and team in place, they are always there to help, a special mention to Michaela. Dan and Tom, you are all amazing





I have always found their service excellent.

I have always found their service excellent. They are very fast to respond to my needs and usually are able to fix my concerns within minutes. They are the best at what they do.





Watermark Search Australia

Watermark Search International have used FF to enable our Search and Interim businesses for many years and recently upgraded to FF V10 and FF Anywhere. It has been great to be able to access our data remotely and has been particularly useful to the Interim business which needs to work at pace. Having this flexibility has also ensured that we have been able to operate our business from home during the global pandemic. The support team are fast to respond to any queries and they are always pleasant and helpful.





Find out how FileFinder can support your Executive Search firm:

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