



Recruitment Hive Case Study

Recruitment Hive's CRM/ATS Transformation with Recruit Wizard.

Overview:

Recruitment Hive, a Canberra-based specialist recruitment firm, has been a key player in delivering federal government IT contracting solutions for over a decade. With over 370 contractors placed across 45 federal departments, the company faced significant data compliance, security, and operational complexity. In 2025, Recruitment Hive undertook a major technology transformation, replacing their outdated CRM/ATS system with Recruit Wizard. This case study outlines the decision-making process, implementation, and the business impact of this shift.

Challenge:

Security, Speed, and Modernisation

Recruitment Hive's primary drivers for transitioning systems were:



Compliance with the Australian Signals Directorate's Essential Eight controls.



Alignment with the Defence Industry Security Program (DISP) requirements.



Need for a fast, modern, cloud-based platform to eliminate delays and inefficiencies.



Visibility into candidate progress within job pipelines.

The previous ATS was slow, difficult to manage, and created email inbox congestion due to manual resume handling. A key requirement for the new system was that it must be hosted on Microsoft Azure with guaranteed Australian data residency.

The Selection Process:

The Selection Process: **From 35 to 1** Ben Ashman, Director at Recruitment Hive, led a comprehensive global search, shortlisting 35 CRM/ATS vendors. After contacting each vendor for security specifications, the list narrowed to six providers that met the strict hosting and compliance standards.

Recruit Wizard emerged as the leading contender, not just for meeting the technical criteria, but for demonstrating hands-on involvement and product flexibility.

Why Recruit Wizard?



Founder-led engagement:

Glen, Recruit Wizard's CEO, led demos and maintained direct involvement throughout the project.



Australian data hosting:

Only a few platforms could guarantee data hosted within Australia.



Customisation and responsiveness:

Recruit Wizard tailored features in early demos and provided bespoke video responses to technical criteria.



Clear job record interface:

Their interface provided unmatched visibility into candidates' progress within job pipelines.

Implementation Journey:

From decision to go-live, the transformation spanned just under six months:

December 2024: Decision to seek a new CRM/ATS. Jan/Feb 2025: Multiple Vendors Reviewed.

February 2025: Recruit Wizard selected.

May 12, 2025: Official go-live date, two weeks ahead of a critical DISP audit deadline.

Recruitment Hive described the implementation as “successful transition,” noting the commitment from our team. “Their ability to troubleshoot and iterate rapidly made the transformation smoother than expected”. Despite necessary changes to internal workflows, the result was a more efficient, compliant, and future-proof system.

Results & Impact:

- ✓ **Security & Compliance:** Recruit Wizard met DISP requirements, supporting high-level security clearances.
- ✓ **Efficiency gains:** The speed of the cloud system and the automatic parsing of applicants from Seek and website listings streamlined workflows.
- ✓ **Reduced inbox clutter:** Applications now go directly into the ATS, bypassing group email congestion.
- ✓ **Better visibility:** Recruiters can view candidate progress without clicking through multiple screens.
- ✓ **User adoption:** Features like traffic light tagging were quickly embraced.
- ✓ **Post-go-live support:** Ongoing responsiveness and customisation has remained high.

Lessons & Advice:

Ben Ashman shared key insights for other agencies:



Choosing a smaller, founder-led vendor can result in better alignment and customer service.



Prioritise security and data sovereignty when dealing with government contracts.



A rapid implementation timeline can help maintain internal momentum and reduce fatigue.



Flexibility and willingness to adapt workflows can lead to long-term improvements.

Final Verdict:

Recruitment Hive describes Recruit Wizard as a “modern, secure ATS with effective concepts for managing recruitment data.” It is seen not just as a platform that fits current needs, but one that is dynamically evolving, AI-ready, and capable of growing alongside the business.



“I would recommend Recruit Wizard for any agency working in sensitive government sectors. It delivers visibility, speed, and security, and it’s built by people who genuinely care.”

Ben Ashman
Managing Director