greenhouse + verifone

Greenhouse HRIS Link gives Verifone the ideal Workday integration experience

Greenhouse delivers a simple, cost-effective and seamless experience while maintaining data integrity



The challenge

Verifone's previous HRIS + hiring solution integration was expensive and labor-intensive to set up and maintain.

The solution

HRIS Link allowed Verifone to implement complex HRIS report-based integrations affordably with no developer resources.



1981

company founded

12+ billion

payment transactions processed annually

165+

countries

6,000+

employees

About

Founded in Hawaii in 1981, Verifone was originally a check-verification system via telephone (a "verification phone"). The company soon pivoted to provide local businesses with the ability to process credit card payments. Today, Verifone has grown to over 6,000 employees worldwide. It is one of the world's largest point of sale (POS) terminal vendors and a leading provider of payment and commerce solutions.

The challenge

To manage a massive volume of candidate and employee data, Verifone relied on an integration between their HRIS and former hiring solution – Workday and Jobvite. According to Verifone's former Senior Manager of HR, Vivek Dhamodaran, it was far from an elegant solution.

Their custom implementation was costly and labor-intensive. Vivek estimates it took 100–160 hours and $20,000–$40,000 for the integration consultant's work – and also required an additional consultant and two HR team members to roll out. Plus, Vivek adds, they needed "a full-time integration consultant for ongoing maintenance." Updates required technical expertise, so HR team members couldn't make any changes on their own, making for a frustrating tech-stack experience.

Despite all this upfront work and cost, the integration itself didn't perform as intended and required significant maintenance work. Barring any major issues, the maintenance took at least five hours per month of an integration consultant's work, billed at $200–$250 per hour. "There were a lot of issues from a data integrity perspective," says Vivek. Once his team discovered that they couldn't trust the data in Jobvite, they realized they would have to turn to their HRIS to get the information they needed. "If we had to provide reporting to the executives, we would have to use Workday because Jobvite wouldn't be in sync."



The solution

Vivek says his team's realization of the data integrity issues happened around the same time as their renewal with Jobvite, so looking for a new hiring solution "was a business decision, basically." His team developed a rubric to evaluate hiring solution vendors on qualities like their ease of use, functionalities and integrations. Greenhouse emerged as the orchestrated hiring ecosystem of choice. A clear winner thanks to its HRIS Link solution, because the HRIS integration was a 'critical driver' for the Verifone team's decision-making.

Results

After making the switch to Greenhouse with HRIS Link, Vivek is thrilled: "It was a big win for us to be able to see the jobs in Greenhouse. We are really happy with the HRIS Link integration and our partnership with Greenhouse."

Quick and stress-free implementation

Compared to the time and expense it took to set up the Jobvite integration, Vivek says Greenhouse's HRIS Link was worlds apart. It only took about 8 to 16 hours to implement and maintain compared to the 100–160 hours it took for the past HRIS integration. This time-saving approach meant the new integration only cost about 10% of what they'd paid for a consultant before. Plus, it minimized the burden on the team since it only required one person – an HRIS admin – instead of four. And by using HRIS Link, the Verifone team didn't require any developer resources.

"Additionally, there was barely any maintenance work involved with the integration. If we wanted to make a change, like add a new field, it would be a quick change on our end and all done within the report," says Vivek.

Taking the stress out of job syncs

Job syncing was one of Vivek's primary pain points with Jobvite. Because jobs were only synced every eight hours, it meant the data was often outdated. With Greenhouse, jobs are synced every 15 minutes. "This job sync was much easier. We don't have to do anything from our end except for creating a custom report, which was a piece of cake," says Vivek. HRIS Link also seamlessly integrates users, organizations (offices and departments), hires and candidate exports.

Finding true partners with the Greenhouse team

Saving significant time and money was already a huge win for Vivek, but he was even more impressed by the Greenhouse team who "helped us through every step of the way." Given their previous HRIS challenges with Jobvite, he was pleasantly surprised to find a true partner with Greenhouse. "The entire team was very easy to work with and very patient with all the questions our team had."



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Vivek Dhamodaran
Former Senior Manager of HR at Verifone

greenhouse

Greenhouse is an Orchestrated Hiring Ecosystem, bringing employers and job seekers together in one place to make hiring work for everyone in the AI era. More than 7,000 companies run their hiring on Greenhouse, and more than six million job seekers already use MyGreenhouse to share their full professional story. That alignment of job seeker and opportunity produces the signal every good hiring decision depends on, so the right person meets the right role at the right time, and humans make the call.

To learn more, visit greenhouse.com

