

Established in 1998, The Brightwater Group recruits across Ireland. Their mission is to make their customers the focus of their attention and provide them with full value through professional, personal service.

Brightwater had been using Bond Adapt since 2014 and decided to move to Bullhorn when the development of new features on Bond Adapt was stopped. They also opted to include Bullhorn Automation (formerly Herefish) as part of their new implementation, allowing them to automate time-consuming tasks.

Brightwater came to Kyloe for help in migrating to their new platform following a recommendation from Bullhorn.

Key objectives

Brightwater's main objective was to switch to a CRM that would keep evolving and enable them to maintain the high level of service they provide to their clients and candidates.

The key project objectives for Kyloe:

- Safe and secure migration of data, and configuration of Bullhorn fields which would allow Brightwater to redefine processes for a more streamlined approach
- Ensure integration of Bullhorn Automation (formerly Herefish) and Timesheet Portal
- Provide training to ensure that their users are equipped to get the most out of their CRM



"The training was phenomenal and got our team up to speed for a seamless transition!"

John Duffy, Director of IT, Brightwater Group

The Kyløe solution

With over 400 Bullhorn implementations completed, Kyløe are experts at ensuring Bullhorn customers are set up and trained on their new platform.

Each of our Bullhorn implementations starts with a Statement of Work (SOW) to agree on the project's scope and ensure that our client's requirements are fulfilled. After this is finalised, a project team is assigned to ensure a smooth and timely transition.

The SOW we created for Brightwater included:

- Implementation of Bullhorn and Bullhorn Automation (formerly Herefish)
- Creation of 40 custom fields so that external systems would work with their new Bullhorn CRM
- Custom training sessions, plus a Q&A session to cover any outstanding questions

To manage the project on their side and ensure a seamless transition, Brightwater created an internal project team that worked closely with Kyløe. This team included Brightwater's Director of IT, John Duffy, who had worked on their initial migration to Bond Adapt in 2014.

"I would highly recommend partnering with Kyløe. Our project team were extremely knowledgeable on what was a very complex project."

John Duffy, Director of IT, Brightwater Group



Kyløe™

kyloepartners.com | @kyloepartners

