When Macdonald and Company wanted to move from Bond Adapt OnPremise to a cloud-based CRM they called on Kyloe's expertise to help with the implementation and complex data migration.

Background

Macdonald and Company is the leading professional recruitment consultancy for the real estate and built environment sectors. Established in 1994 and headquartered in the UK, Macdonald and Company also has offices in Europe, Asia-Pacific, the Middle East and Africa. They moved from Bond Adapt (v11) OnPremise to Bullhorn in 2018.

Challenges

One of the key reasons for Macdonald and Company's decision to move was for improved resilience; by moving their CRM onto the Bullhorn cloud-based platform, they would leverage their unmatched uptime and not have to rely on in-house IT kit.

Some of the other challenges that prompted the move included: database stability and downtime; long waits for product upgrades and bug fixes; too many clicks for simple workflows; "clunky" search functionality; and technical support being limited to UK hours only.

At the time, Macdonald and Company were also operating multiple brands from two separate databases (one in Singapore and one in London), which often made simple processes difficult to manage.

" The Kyloe team clearly had extensive knowledge of both Adapt, Bullhorn, and all of our integrations, which I felt was vital for the smooth running of the project."

Gemma Greenwood, IT Manager, Macdonald and Company

What did the project look like?

Gemma Greenwood (IT Manager, Macdonald and Company) was slightly apprehensive about the move, due to the complexity of their project, but as she was already familiar with some of the Kyloe team after working with them on previous Bond Adapt projects, when Bullhorn recommended us as an integration partner she felt comfortable that we were the right partner for the job.

Project goals for Kyloe included:

- Implement Bullhorn, moving them to a cloud-based platform

- Cleanse, map and migrate data from two separate Bond Adapt databases into one centralised system

- Configure Bullhorn to meet their needs – including record filtering and skill code re-mapping

- Integrate products from Kyloe and other Bullhorn marketplace partners (Cube19, RSM Intime, Daxtra, Broadbean, Icetrak), to be live from day one

- Ensure user adoption by training staff in all office locations and providing post go live support

" I was really impressed – it was a complex project including a lot of elements - if it wasn't for Kyloe's knowledge of Adapt systems as well as Bullhorn, it wouldn't have gone as smoothly."

Gemma Greenwood, IT Manager, Macdonald and Company

The Kyloe solution

From start to end the project took six months, and involved moving over 23million records. In order to ensure it was delivered on time with no major issues, Kyloe's solution was to:

- Assign a Project Management team to manage the whole project. At the start of the project, the focus for this team was to listen to, and really understand, Macdonald and Company's current database and existing processes; this allowed them to create a well thought-out Statement of Work and ensure all requirements were included.

- Implement some of Kyloe's own products (Awesomedocs with DocuSign, and Publish) to help streamline and automate processes, such as formatting of CVs, and document signing.

- Encourage user adoption from day one by delivering user training to all users in all global offices before the go live date, including System Admin training and Subject Matter training (SME) for specific users.

As with all Kyloe projects, communication was key and stakeholders were kept up-to-date throughout each phase of the project. Macdonald and Company also appointed an internal super user group who discussed ideas internally.

> **"The Kyloe team really took the time to understand how we used our current database and our business processes which really helped when setting up our new Bullhorn system with regards to customisations and integrations."**
>
> Gemma Greenwood, IT Manager, Macdonald and Company

> " **Kyloe products have saved us so much time, particularly AwesomeDocs with DocuSign.**"
>
> Gemma Greenwood, IT Manager, Macdonald and Company

The benefits and impact

Macdonald and Company were able to achieve all of their goals and overcome all of their challenges following the implementation of Bullhorn, and are now working from one database globally which has made establishing and adhering to global processes a lot easier. The cloud-based solution had made worrying about slowness and out of date servers a thing of the past!

There has been a particularly noticeable impact from simplifying workflows, Gemma told us: *"We used to have an admin team to format all CVs and wanted to reduce the time this took; with AwesomeDocs CV creation is really easy and we have templates for our multiple brands within one system. We've been able to refocus the duties of the admin team and utilise their skills far more effectively. The DocuSign e-signature solution that comes with the AwesomeDocs package as also made the signing process a lot smoother.".*

"Kyloe are a professional, highly experienced, supportive and friendly team. I would highly recommend them as an implementation partner, and would recommend get a demo of their products too!