

How Navan saved over 1,000 hours with a custom integration using the Greenhouse Harvest API

From lost in translation to speaking the same language through the Greenhouse Harvest API



greenhouse + NAVAN

About Navan

Founded in 2015, Navan is an all-in-one corporate travel and expense management platform driven by technology. Navan has reimagined a legacy category by creating a user-first experience that brings together artificial intelligence (AI), the cloud and data science to deliver a better way to book, view and manage business travel and expense.

Navan has experienced rapid expansion, acquiring new markets and becoming a platform with global reach. It has set the standard for managing all things travel planning and expenses effortlessly.

Fast facts

2015

year founded

3,000+

employees across
40 markets

900

new hires a year over
the past three years

“This innovative, first-of-its-kind technology solution, in partnership with Greenhouse and Anaplan, solved our number one global business pain point. We now have business leaders, finance, recruiting and HR all speaking the same language, with the same consistent accurate data and outlook for optimised workforce planning and reporting.”

Amy Dearking

Global Recruiting Leader (interim) / Infrastructure & Operations Leader at Navan



The challenge: Disconnected teams, data and processes

Navan struggled with complicated and lengthy approvals, recruiter edit access to requisition metadata and low data accuracy

Olga Kozlov, Senior People Systems Program Manager at Navan, wanted to streamline recruiting efforts and connect the various people and finance teams at Navan. She quickly discovered multiple inefficiencies, data challenges and hiring processes that got lost in translation.

As Navan continued its rapid growth, the financial planning and analysis (FP&A) team leveraged Anaplan for headcount planning and forecasting. They also used Greenhouse for recruiting and Workday to manage their global staff. But the problem was that none of the systems connected intuitively – there was no common language between the tools.

That wasn't the only challenge. Not only did recruiters have to fill out custom job fields manually, but these fields could also be edited by the recruiter without oversight after job approvals, causing serious inconsistencies between finance and people teams. Manually opening new jobs, human error and miscommunications slowed hiring and made it challenging for FP&A to provide accurate headcount forecasts. Discrepancies between actual and forecasted headcount were common.

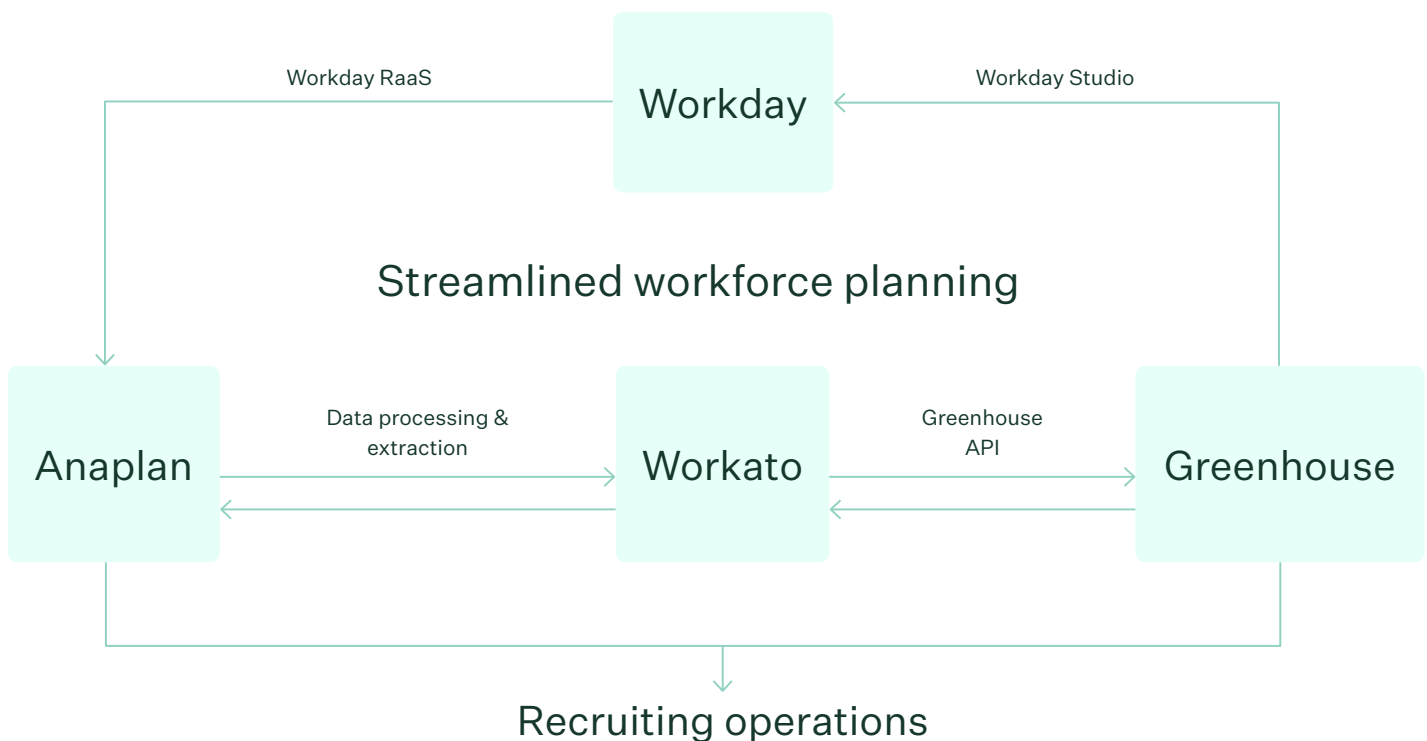
Olga needed to figure out how to hire quickly without sacrificing data quality and how to get everyone on the same page.



“Greenhouse, Workday and Anaplan are like the unholy trinity – the three tools that a lot of companies have that don’t intuitively connect well with each other.”

Kunal Agarwal

Senior Vice President, Strategic Finance at Navan



The solution: An established common language

Navan built a custom integration and used the Greenhouse Harvest API to connect its headcount planning tool to Greenhouse

Olga recognised the need to synchronise Navan's tech stack – they needed to talk to each other to resolve miscommunications and hiring inefficiencies across the organisation. She wanted to transform a complex process with many moving parts and ungated access into something sleek, simplified and secure.

Connecting Greenhouse to Anaplan would streamline the end-to-end sourcing process and resolve data accuracy issues between the two systems. The Greenhouse Harvest API allowed her to connect the two.

But instead of an initial company-wide rollout, Olga piloted Harvest API in a department with lower hiring volume to work out any bugs before global activation. After addressing a few necessary tweaks, the teams at Navan leveraged Harvest API to centralise job requisition edits to one place, lock editing access to maintain data accuracy, streamline approvals to a single team and redesign the requisition opening process through automations.



The results: Process efficiencies that solved inaccurate workforce planning

Connecting Greenhouse to Anaplan through Harvest API was a game-changer. Our biggest success with this integration is solving our workforce planning issue, which was headcount planning data discrepancies between Anaplan and Greenhouse. Tightening editing access, implementing workflow automations and removing unnecessary stakeholders from the approval process gave teams vital time back and garnered more data confidence.

Nikita Magan, Global Recruiting Operations Partner at Navan, summed it up best: “The seamless integration of Anaplan and Greenhouse has revolutionised our talent team’s operations, addressing numerous business challenges while significantly enhancing our efficiency. Harnessing the power of innovation and strong cross-functional partnerships, we have streamlined processes, eliminated bottlenecks and paved the way for success in our dynamic business landscape with this integration.”

But there’s more to the story.

Saved about 1,226 hours per year

Multiple teams had to update fields manually, double-check information and add their signatures to a long list of approvals. Harvest API removed these redundancies in an elegant, efficient process that saved recruiting operations, recruiters, finance and compensation teams around 24 hours a week, or 1,226 hours a year (in key areas such as job approvals, job openings, in-band offer approvals and more).

Reduced clicks by 80% for recruiters

Pre-Harvest API, recruiters had 20 inputs to open a job in order to set up crucial information for fields like compensation ranges, job profile, office location, cost centre, etc. After using Harvest API to connect tools, clicks decreased drastically, down to four. Three unique workflow automations – which included opening a new job, updating an existing job, and marking an open job for closure – streamlined this laborious process.

Solved key workforce planning issues

With Harvest API, there's a common language between recruiting, finance and compensation. Now, FP&A can input accurate data into Anaplan, guiding the rest of the process. Only one approval team, not four, is now needed, and gated editing of job custom fields makes the information in Greenhouse consistently reliable. They now have accurate financial forecasts and no longer need to spend hours on data reconciliation between Greenhouse and Anaplan.

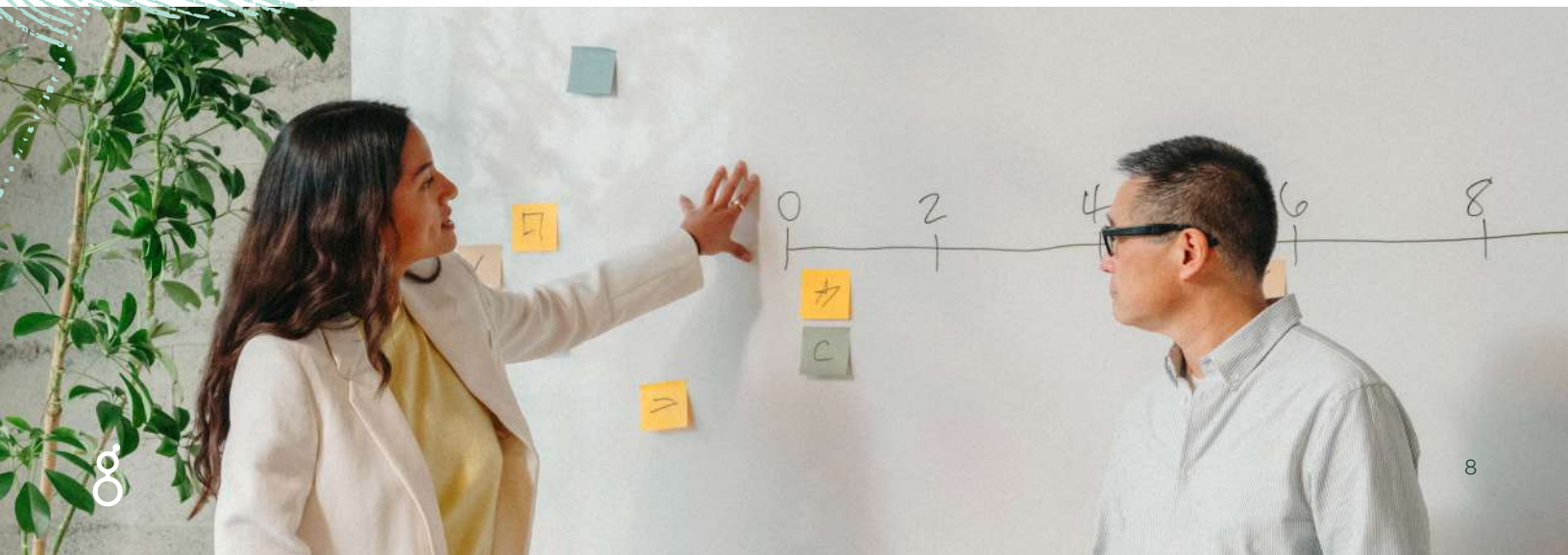


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“Though we immediately recognised the benefits of eliminating data discrepancies and streamlining our workforce planning process – we also saw later on the downstream impact it had on improving our forecast accuracy for headcount and related expenses. Like most companies, headcount is our largest expenditure and is a significant driver for planning other areas of the business. The confidence in knowing that our headcount forecast will consistently only have a 1%-2% budget variance has empowered our team to become strategic and trusted advisors to our business partners.”

Kevin Moreno

Anaplan Lead at Navan





“Greenhouse’s intuitive interface and comprehensive features have streamlined our recruitment processes, while the flexibility and extensibility of its API have allowed us to tailor solutions to our specific needs. Undoubtedly, it marks a significant milestone in our journey, laying the groundwork for future growth and advancement.”

Avijit Jaiswal

Senior Manager, Data & Integration, Navan



Greenhouse is the leading hiring platform to help companies get measurably better at hiring. Our industry-leading software brings a structured hiring approach to any company's process, helping to define the role, requirements and attributes a successful candidate should have before a job is posted, enabling internal alignment and confident decision-making. The result is fairer and more equitable hiring practices combined with data-driven decisions.

To learn more, visit

greenhouse.com