



Customer story

Booking.com achieves their enterprise-level hiring goals with dedicated technical support

Learn how a Greenhouse Technical Account Manager helps Booking.com with large-scale technical support

greenhouse + **Booking.com**

The challenge

A growing enterprise
business needed
centralized tech support
for their hiring goals

Greenhouse solution

Having a dedicated
Greenhouse Technical
Account Manager (TAM)
solves their technical
challenges, fast



Fast facts

13K+

employees

28M+

accommodation
listings

1996

founding year



Company overview

If you've ever tried to plan a trip, chances are you're already familiar with Booking.com, one of the world's leading providers of online travel, accommodation and related services.

Booking.com has 13K+ international employees, with headquarters in Amsterdam and offices in the UK, championing their mission of making it easier for everyone to experience the world. Of course, with such an ambitious global mission comes great hiring responsibilities.

As the company experiences an exciting period of expansion, Quentin Moll, Recruiting Operations and Systems Team Leader at Booking.com, is on a quest to implement global hiring standards across all talent acquisition processes.

The challenge

Their growing enterprise business needed centralized tech support for their hiring goals

After drastically scaling from 8K in 2014 to 13K+ employees today with Greenhouse and reaching their original hiring goals with their dedicated Customer Support Manager (CSM), the Booking.com team knew they needed to look to their next phase of growth.

Quentin's Recruiting Operations team wanted to build on their existing Greenhouse offering to meet their new enterprise-level hiring goals. But they knew they would have to mitigate the technical risks as they sped up their pace of hiring and tracked the health of their accounts at scale.

Knowing that Greenhouse scales with companies as they need, the Booking.com team added Jordan, a dedicated Greenhouse Technical Account Manager (TAM), who offered ongoing strategic consultancy on their restructuring and development.

The solution

Having a dedicated Greenhouse TAM solves their technical challenges, fast

With their Greenhouse TAM providing an additional layer of customized technical assistance, Quentin's team is able to tackle their hiring goals with unprecedented ease.

"We now have a super-accelerated line to troubleshoot any technical challenges – which ultimately mitigates risks and reduces distributions and downtimes," says Quentin. "Jordan also proactively tracks important indicators of the general technical health of our account, which is helpful for our overall hiring strategy."

The results

Greenhouse has always been a valuable thought partner to Booking.com in their growth and change efforts – and now, with both a dedicated TAM and CSM, Quentin's team is able to hit their unique enterprise goals more effectively. With continuous, account-level support from Greenhouse, they can accomplish more, stay agile and grow faster without sacrificing quality.

Launching successful new hiring initiatives

Quentin's team worked with their dedicated TAM to explore new initiatives, like automating the offer creation process using job tokens, saving a lot of time per offer created. The team was also able to integrate and connect their hiring process to better utilize the data they capture within Greenhouse. They were then able to improve their internal hiring processes including onboarding, solidify their GDPR compliance operations and optimize their career page.

Quentin is impressed by the "huge, huge leap in productivity" his team has experienced. "Our team is now even more efficient because of how



Greenhouse is built, coupled with our TAM's tailored recommendations for optimizing our workflow," Quentin explains. This allows the Booking.com team to automate time-consuming tasks such as candidate follow-ups, which accelerates their operations during times of critical hiring demand. Their TAM also helps the team find implementation and integration solutions as the company grows and starts using new and advanced Greenhouse features.

Leveraging new products to achieve new goals

"Jordan has provided helpful ways to make the most of Greenhouse to meet our team's specific hiring needs," says Quentin. The Booking.com team now knows how to expertly leverage Greenhouse to elevate their reporting capabilities even further. "We're optimizing our use of custom questions and application forms to simplify our hiring operations," Quentin shares.



When you're scaling quickly, every moment matters – including the amount of time it takes to solve and close a ticket on a technical question. **Since introducing a dedicated Greenhouse TAM in 2022 to meet Booking.com's new enterprise level tech needs, their median ticket resolution time is now faster than in 2021 by one business day.**

With growth also comes lots of planning and testing. To meet specific regional and global goals, their TAM brought the company into Greenhouse product feature adoption pilots to achieve successful results. With Greenhouse acting as their strategic hiring partner, Booking.com also completed a full system audit and overhaul – prepping them for the rollout of their “Connect Career” program set to launch in 2023 that will introduce global standards across all their hiring processes. Their TAM also supported the Booking.com UK team in their “Inclusion and Wellbeing” pilot program to reach their diversity headcount targets.

Elevating talent analytics and meaningful reporting

The Booking.com Talent Analytics team works with their TAM to understand how Greenhouse can be used to build even more impactful reporting. This involves customized education sessions with Jordan to go over all the granular data points Greenhouse makes available, as well as how to best use them to build custom reports with Business Intelligence Connector or Harvest API.

“Working with Booking.com has been an absolute dream come true,” says Jordan. “When I think about how much we’ve accomplished, I can point directly to the incredible individuals at Booking.com and on our Greenhouse Account team who each bring so much energy, enthusiasm and a sense of unity to the table.”

“The Technical Account Manager relationship is best in class and truly sets Greenhouse apart from other vendors.”

Quentin Moll
Recruiting Operations and Systems Team Leader at Booking.com

