



## Customer Success Story

*A New Experience Everyone Loves*

### EMPLOYEES

Soft Skill Insights  
More Loyalty  
Career Development



### CANDIDATES

Greater Interest  
Right Fit Validation  
Improved Response



### HR

Higher Retention  
More Candidates  
Profit Contribution



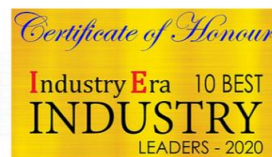
### CISO

Reduced Security Risks  
NIST & Regulatory Compliance  
Zero Trust Validation



### C-SUITE

More Performance  
Lower Budgets  
Increased Revenue





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### THE SITUATION



**Teracloud ApS** is a global company headquartered in Copenhagen, Denmark, with three subsidiaries specializing in various technology sectors worldwide, all centered around software development.

**VMS Software**, established in 2014, boasts a rich heritage in OpenVMS technology dating back to its origins with Digital Equipment Corporation. **21CS** is a pioneer in mainframe products, data protection, recovery, and migration, and has been a key player in the market for over 30 years. With a strong partnership with IBM, the firm continuously enhances and develops products to effectively address current market demands. **Numerous** provides software services supporting Python.

The Teracloud HR team supports a workforce of 350 employees across ten countries globally. Managing staffing in a multinational organization and three different companies can be challenging, and the team relies heavily on best-in-class technologies to make informed decisions and ensure employees align with corporate and local cultures.

The Talent Management team is small, consisting of Senior Talent Manager Judith Rebsdorf based in Copenhagen, Denmark, and Sean McQuire, Talent Acquisition Associate based in Boston, Massachusetts. The recruitment team extensively utilizes various sourcing platforms, with LinkedIn Recruiter being the primary tool.

A strong partnership has been established with RemotelyMe by leveraging solutions that enhance and personalize outreach through LinkedIn Recruiter, and by streamlining candidate engagement. Judith emphasizes the importance of personalized communications, supported by science-based data, to capture candidate interest and prompt responses. The following success story outlines how Teracloud uses the **RemotelyMe HERMAN HR Platform** to improve recruiting success.



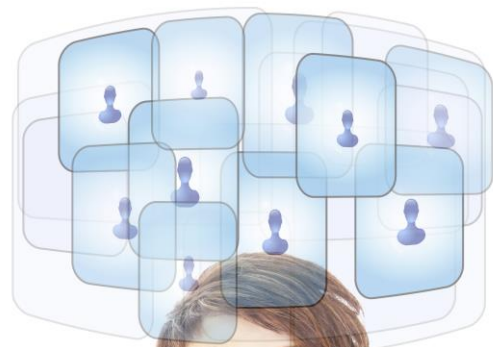
## Customer Success Story

# THE PROBLEMS



Judith and Sean conduct initial interviews, acknowledging the need for an efficient process without compromising thorough candidate assessment. They prioritize asking relevant questions to match candidate skills with job requirements and ensure a seamless hiring process. Personalizing outreach, messages, and interview questions is crucial to making candidates feel valued and attract them to the company, despite the time and effort it may demand.

To address the challenges of doing this manually for each candidate, the team explored solutions that could accurately, quickly, and automatically prescreen candidates on LinkedIn or via resumes, create personalized communication messaging, and evaluate experience and soft skills against role requirements. By streamlining this approach, the team sought to optimize the hiring process while maintaining a personalized touch to effectively engage top talent.





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# THE CONSEQUENCES



**GALLUP®**      **Gartner®**      **Deloitte.**

Studies show that one bad hire can cost \$240,000 on average and cause serious disruption and productivity loss. Some employees may choose to quit rather than work with a caustic colleague or manager. Research also shows that almost 90 percent of the best candidates are lost, often due to a difficult or lengthy hiring process.

The [Gallup 2024 State of the Global Workplace Report](#) noted that almost 80 percent of workers are disengaged, with 18 percent potentially disgruntled. When employees are disengaged, they tend to make 60 percent more mistakes. Given that Gartner and Forrester studies show that 90 percent of security breaches are due to mistakes, hiring engaged employees can help reduce security incidents.

[Deloitte research](#) indicates that high trust workers can drive 400 percent more business performance, 88 percent more customer loyalty, and 79 percent more retention. As such, it's essential for any firm to find and retain high trust employees. Neuroscience validates that trust is directly related to a brain chemical called oxytocin.

The challenge is finding a way to measure oxytocin, and therefore trust and risk factors, in a non-invasive manner that does not require blood or urine tests.

## Customer Success Story

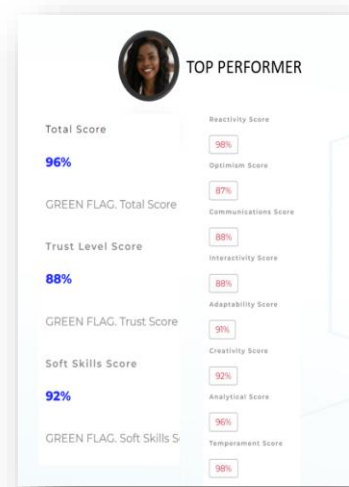
# THE SOLUTION



The [RemotelyMe HERMAN HR Platform](#) offered Teracloud a comprehensive solution to address all requirements and potentially avoid unwanted consequences. Sean uses the [RemotelyMe HERMAN PDQ App](#) to pre-assess candidates on LinkedIn within seconds. With just one click, the browser extension extracts LinkedIn data and employs cognitive AI and neuroscience to complete a detailed profile analysis including attributes, strengths, learning style, and communication preferences.

The HERMAN PDQ App technology also matches professional experience and nine key soft skills against job requirements to generate candidate scores and facilitate communications through ChatGPT prompts. This helps personalize messages and offers communication guidance to entice candidates and enable the team to reach out to only qualified individuals rather than spending hours to manually review numerous LinkedIn profiles.

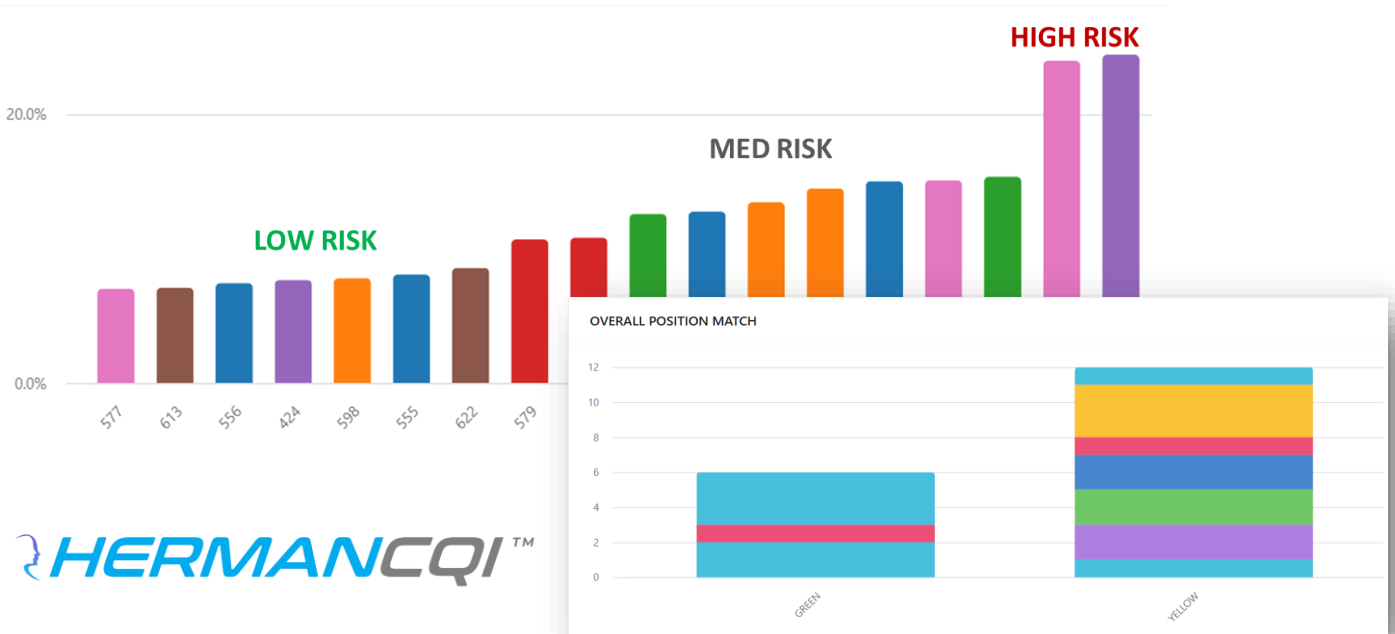
[Harvard University](#) and LinkedIn concur that almost 90 percent of job success...or failure...is now related to soft skills, such as communications, emotional intelligence, analytical problem solving, and trust factors. The ability to measure these within minutes can help organizations hire individuals who will likely be more productive, collaborative, and fit well with the company's culture.



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# THE RESULTS

RISK SCORES



”As part of our selection process,” Judith explains, “following the initial screening and before formal interviews with managers, candidates are asked to complete a concise **RemotelyMe HERMAN CQI Assessment**, which only takes nine minutes, as compared to 30+ minutes for others. This step is crucial in gathering key data to determine the next course of action. It also plays a significant role in mitigating bias during interviews and enhancing our ability to identify potential issues.”

Initial concerns related to reliability and how well the CQI Assessment would be received by candidates. CQI boasts a 93 percent Cronbach’s Alpha reliability, as compared to 67 percent for others. Also, Sean comments that asking candidates to complete the assessment can have a positive affect as it indicates the importance of evaluating more than only resumes or LinkedIn profiles.

Teracloud candidates have commented that the CQI Assessment “is very unique, and I believe that it is accurate to my goals and characteristics. It is very engaging, and it allowed me to deeply think about what important values I prioritize over others.” Also, “I like that after the assessment, there is a lot of reading material that can give more insight into the specific personality types, and I also found the ChatGPT prompts particularly interesting.”

By leveraging the **HERMAN HR Platform** and unique solutions offered by RemotelyMe, Teracloud has significantly reduced the Talent Acquisition team’s recruitment hours, improved results, and streamlined the time-to-fill process. This has enabled the team to hire candidates whose motivations and soft skills align with the job description and the company’s culture fit. The impact on the business includes the ability to hire quickly and accurately, leading to improved revenue generation and productivity. Organizations can evaluate the HERMAN HR Platform at no cost.