

How Ramp grew headcount 4x with ModernLoop

The results

Increased full-time
employees

4x

Boosted weekly
scheduled interviews

5.5x

Shortened time to
schedule interviews

6x

Grew headcount of
trained interviewers

2x

Madison Eastman,
Recruiting Operations Associate at Ramp



"It's hard to imagine being where we are today without ModernLoop.

Their passion for recruiting operations is unlike any existing tool; if you are in high-growth like us, I couldn't recommend ModernLoop more."

Madison Eastman,
Recruiting Operations
Associate

About Ramp

Ramp is on a mission to build the next generation of finance tools. Valued at \$8.1 billion, New York City's fastest-growing startup is poised to scale to new heights.

Their goal is to help companies save time and money.

Ramp's intuitive products and services offer granular control of employee spending and department budgets while streamlining vital processes accurately and reliably.

As they plan for rapid expansion, Ramp is in need of exceptional talent to help catapult their success.

The challenge

Ramp was growing quickly, but they had limited hands and no existing processes. Candidates were waiting up to 3 days for a scheduled interview.

Their ATS was inefficient, causing more problems than solutions. With a small recruiting team and many bottlenecks, they focused on four areas of improvement:

Increase scheduled interviews per week

Ramp's recruitment team was only able to schedule 70 interviews a week.

1

To reach this number, their only recruiting coordinator was maxed out — busy every minute of the day getting new interviews in or coordinating existing ones.

At times, candidates had to wait up to 3 days to get scheduled.

Decrease calendaring mistakes

With an inflexible system, accounting for time zones, work hours, and unexpected conflicts was challenging.

2

To make matters even more difficult, candidates were also interviewing with several other companies.

With limited overlap, recruiting teams kept blocking off times that actually didn't work—leading to miscommunication, poor interview experience, and team burnout.

"We chose ModernLoop because it focused on all of Recruiting Operations, not just scheduling.

What makes ModernLoop different is its passion for making a coordinator's job easier while giving interviewers and candidates a great experience.

We found that other tools just focused on scheduling automation but did not focus on the other manual elements that a coordinator focuses on day-to-day."

Madison Eastman,
Recruiting Operations
Associate

Improve interviewer and candidate experiences

Coordinators were manually creating every calendar invitation and communicating all corrections, which took an enormous amount of time.

3

This led to miscommunication and coordinators dropping the ball on keeping up a great hiring experience.

Their teams also had issues correcting access to necessary interviewing tools, such as Zoom links, and needed the proper integration with their ATS system.

Eliminate excess manual work

To prep all parties for interviews, coordinators manually scheduled debriefs and created Slack channels to establish clear communication between the hiring team.

4

With a shortage of qualified interviewers, the team struggled with interviewer burnout. All the calendar complexities and schedule conflicts made rescheduling interviews a regular occurrence.

This all took a lot of time — time the team didn't have.

With the need for more attention to detail, talent teams did not have the bandwidth to tackle "hire-making" activities, like sourcing top talent, ensuring teams properly evaluate talent, and having strategic conversations with hiring managers.

They needed a solution.

The solution

A flexible and intuitive platform that automates all recruiting operations while being easy to implement

To optimize their recruiting operations, Ramp needed a solution with specific features:



Complete workflow coordination

Not just scheduling interviews, but taking all the manual work off of a recruiter's plate.



Seamless calendar integrations

Integrating with Google and Ramp's ATS system created a seamless experience when prepping candidates and hiring managers.

The solution

Complete workflow coordination



Automated and customizable calendar invites



Visible scheduling blocks



Centralized communication channels



ModernLoop

Flexible scheduling blocks



Functionality for interviewers to block out unavailable times, have full visibility into the optimal time slots, and re-schedule with ease.

Centralized communication channels



Centralized communication channels for parties to notify if they are running late to an interview, share notes on the next steps, and debrief interview information — all in one place.

Fortunately, these features were exactly what they found in ModernLoop.

With the ModernLoop team's intimate knowledge of the two major ATS systems in the industry, integration with Ramp's existing ATS took less than a day.

The team also reacted quickly to Ramp's product feedback to quickly implement new features.

They instantly noticed a huge difference!

The results

Since adopting ModernLoop, Ramp has been extremely happy with the progress they have achieved.

The fintech unicorn saw the company's full-time headcount grow by 300%, a figure impossible to reach with only their ATS.

Their talent team (which started with 5 team members) jumped to 19, with ModernLoop enabling them to schedule over 400 interviews per week with many promising candidates.

With ModernLoop automating the entire interview scheduling process from end to end, scheduling interviews was a breeze.

In addition, Ramp's recruitment team saw many improvements to their operations:



Recruiting team members are notified automatically when candidates decline, giving them time to act quickly



Ability to write up preparation emails to set up candidates for success going into the interview

The results

Increased full-time employees

4x

Boosted weekly scheduled interviews

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Shortened time to schedule interview

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Grew headcount of trained interviewers

2x



By having seamless integrations with Slack, GSuite and other tools, hiring managers are easily kept up-to-date on their interview schedules



New interviewers are trained faster with access to centralized communication channels with existing recruiters and interviewers for insights

"It's hard to imagine being where we are today without ModernLoop," says Recruiting Operations Associate, Madison Eastman.

"Their passion for recruiting operations is unlike any tool, and if you are in high-growth like us, I couldn't recommend ModernLoop more."

ModernLoop

Ready to impress more candidates while supercharging your recruiting operations?

See how ModernLoop fits into your recruiting strategy.