



## CASE STUDY

# Jobvite

### Industry

SaaS-based recruiting

### Site

<http://www.jobvite.com/>

### Challenge

Performance issues, internal support and management

### Results

Expert technical support, improved performance, tighter security

**“If something goes wrong, WP Engine is just a phone call away any time day or night...”**

—Theodore Kim,

Vice President of  
Technical Operations and  
Security, Jobvite

## Expert Support Fuels True Partnership

JOBVITE TRUSTS WP ENGINE WITH MISSION CRITICAL MARKETING SITE

### The Company

*Jobvite is the leading SaaS-based recruiting platform for companies with the highest expectations in recruiting services. Jobvite empowers organizations to quickly and efficiently attract and build great teams.*

### The Site

[Jobvite.com](http://Jobvite.com) is Jobvite’s main corporate marketing website.



### The Challenge

Jobvite had been internally supporting and maintaining its own corporate website, and that was burning up internal company resources. Jobvite’s technical team would have to spring into action to fix server and site issues, taking valuable time away from building and improving the company’s flagship recruiting products.

At the same time, Jobvite’s marketing website performance wasn’t getting the job done. Page load speeds were sometimes slow on its previous content management system (CMS), and the team spent time, better used on other projects, diagnosing site performance issues. And when traffic would spike, the marketing site would struggle.

“There is no greater nightmare scenario than having the marketing website go down during a nationally televised appearance by our CEO,” said Theodore Kim, Jobvite Vice President of Technical Operations and Security. “Now with WP Engine, I no longer worry.”



### The Solution

Jobvite moved its internally managed CMS to WP Engine’s managed WordPress hosting platform, and trusts the team of WordPress experts to assist when site issues arise, and to improve the overall performance of its marketing website.

As a WP Engine Enterprise customer, Jobvite receives a dedicated hosting environment coupled with an enterprise level of service. This premium service includes consultative onboarding, technical support provided by WP Engine's most senior WordPress experts, and a dedicated strategic Account Manager to ensure Jobvite's success on the platform.



## The Results

"The level of support WP Engine delivers is above and beyond other providers," Kim said, noting that WP Engine's entire Support Team comprises more than 100 WordPress experts. "I'm a firm believer in leveraging the experts. They're proven. And we rely heavily on the experience and expertise of WP Engine."

Kim added that having the Support Team available 24/7 gives him and his team peace of mind.

"If something goes wrong, WP Engine is just a phone call away any time day or night, and we receive technical and security guidance that few other WordPress hosting providers can offer," he said.

Kim said WP Engine's Support Team has helped Jobvite understand which plugins work best with WP Engine's platforms and which are disallowed. And the WP Engine technical team never shies away from requests.

"It makes my job easier," he said. "I don't have to waste cycles doing research and investigation on technologies not core to our own recruiting product offerings."

WP Engine's managed WordPress platform delivers a robust set of backend tools that helps Jobvite work faster and more efficiently. Page load times have improved, and site performance and uptime are now more consistent—the site no longer crashes when the CEO appears on television. And with service availability of 99.95 percent uptime, WP Engine's service level agreement (SLA) is one of the best in the business, Kim said.

Jobvite also trusts WP Engine because of its emphasis on security. WP Engine's proactive, automated WordPress security updates ensure Jobvite's site is always current and protected, while WP Engine's assistance with plugin compatibility helps ensure the site only leverages plugins that are secure. And having a dedicated environment means that Jobvite doesn't share processing power, memory, disk space, or other resources with other sites, improving its site's reliability and the ability to mitigate risks.

Overall, Kim said Jobvite sees WP Engine as a trusted partner that understands Jobvite's business and works toward helping it achieve online success.

"We always hear the word partnership bandied about," Kim continued, "but WP Engine and Jobvite have forged a partnership in the truest sense of the word."

## About WP Engine

WP Engine is a leading SaaS content management platform for websites and applications built on WordPress. Founded in 2010, the company is headquartered in Austin, Texas and has offices in San Francisco, California, San Antonio, Texas, and London, England.