RM Group
From manual work to automated excellence

How RM Group cut +50% admin time with Kyloe AwesomeDocs and Kyloe AI

"Now the all results are more standardised, faster, more reliable. Kyloe AwesomeDocs and Kyloe AI are a 10 out of 10. These solution are also very flexible: we can make changes at any time and we have the freedom to develop our own use cases".

Nikol Mazhdrakova, Team Lead CV Admin at RM Group

Company profile

Established: **1998**   Region: **EMEA**   Industries: **IT, Pharma & Finance**   Employees: **100+**

Background

RMIT is a staffing and recruitment organisation that manages candidate placements for various corporate clients. The company operates with specialised teams focused on different aspects of the recruitment process, including CV/resume administration, candidate sourcing, and client relationship management.

The challenge

Before implementing Kyloe's solution, RM Group faced several critical operational challenges:

1. **Time-intensive administrative tasks**
   - Job Ad Creation: required 30-40 minutes per job posting, involving manual formatting, standardisation, and quality control.
   - CV/resume Reformatting: took 30-50 minutes per document, depending on complexity.
2. **Quality consistency issues**
   - When management attempted to delegate job ad writing to the sales team, results suffered from lack of standardization.
   - Different team members applied inconsistent formatting, language, and attention to detail.
   - Some staff members lacked sufficient technical proficiency to maintain brand standards.
   - This inconsistency negatively impacted both client relationships and candidate experience.
3. **Organizational constraints**
   - A dedicated team of 6-7 people was required solely for administrative document formatting.
   - The recruitment process could not scale without proportional increases in administrative headcount.

For job ads, we would take 30 to 40 minutes and now it's just done with a click of a button.
Manual CV/resume reformatting used to take like 40 to 50 minutes.
Now it's just a matter of a few minutes of proofreading and making final adjustments..."

Nikol Mazhdrakova, Team Lead CV Admin at RM Group

The solution: Kyloe AwesomeDocs with AI Integration

- **Kyloe AwesomeDocs:** CVs/resumes, documents, contracts, and forms with one-click automation and built-in e-eignature.
- **Kyloe AI Assist:** An AI-powered prompt automation tool that intelligently populates document content.
- **AI Integration:** A seamless connection allowing prompts created in Kyloe AI Assist to run in the background and automatically populate Kyloe AwesomeDocs templates.

Results and Impact

Job Ad Creation	CV Reformatting	Role Transformation
75% time saved	50% time saved	Administrative tasks are semi-automated

Key success factors

1. Product Flexibility: The ability to customise prompts and templates to RMIT's unique requirements - rather than being constrained by rigid, pre-built processes.

2. Expert Support and Partnership: The partnership approach to configuring complex prompts was essential given the non-standard nature of RMIT's requirements.

3. Iterative Prompt Development: RM Group broke complex workflows into multiple prompts to improve accuracy and maintainability.

4. Quality Control Mindset: While automation reduced manual work, RM Group maintained a disciplined approach requiring input validation, and review processes.