RM Group
From manual work to automated excellence

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

"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:** Our AI automation tool that intelligently populates content in resumes, CVs, contracts and other documents.
- **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
75%
time saved

CV Reformatting
50%
time saved

Role Transformation
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.