



Smooth scaling for Sendwave with Metaview



CLIENT

Sendwave

—

FOUNDED

2014

—

HEADCOUNT

250+

—

TECH STACK

zoom

G Suite

Calendly

greenhouse

After being founded in 2014, then receiving investment from storied VC firms such as YCombinator, Founders Fund, and Khosla Ventures, Sendwave has quickly become one of the world's leading remittance companies.

How do you scale up rapidly without compromising the quality of your interviewers, your interviews, or your hires?

Without strong interviewers, interviews become less rigorous, and therefore less consistent and prone to error. These inefficiencies can have a significant financial impact on a growing company, where it can cost as much as 213% of a skilled employee's salary to replace them. At the start of 2020, the team at Sendwave were preparing to scale the team to match their aggressive growth. Liz Savory, Chief of Staff, explained:



We cared about maintaining a great candidate experience and being consistent in how we interviewed, as more people became involved in the recruiting process.

Liz Savory
Chief of Staff



Creating world-class interviewers

Sendwave needed a way to augment their interview process and training, and found a way to do so with Metaview.

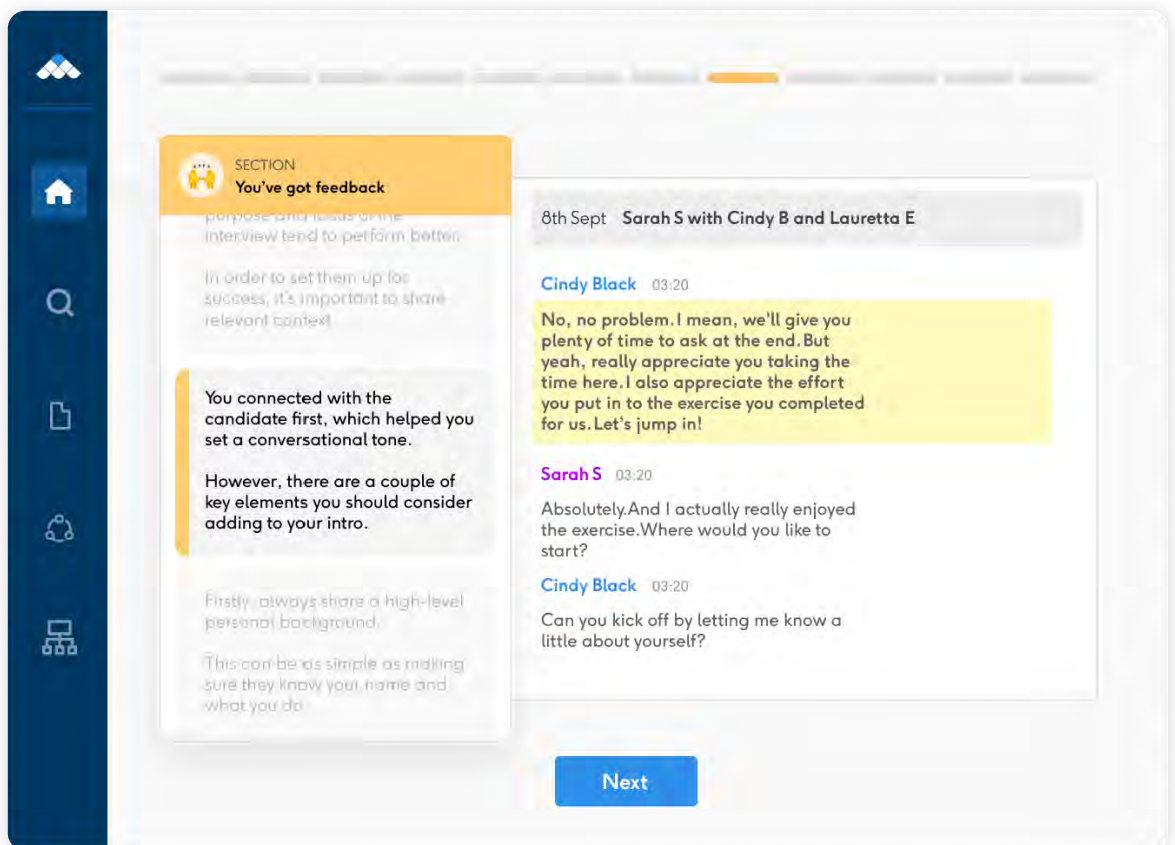
1065
interviews
analyzed

Sendwave's most experienced interviewers were onboarded onto the Metaview platform, which automatically recorded and transcribed their interviews. This provided talent leaders with the concrete data they needed to understand exactly what was happening during the interviews and to make evidence-based hiring decisions.

60
interviews
coached

At the same time, Metaview's Conversation Analytics Engine measured interview quality metrics and identified areas for improvement. With this data, the platform provided 60 of Sendwave's interviewers with personalized feedback on key areas of improvement over the course of the year - again: automatically.

28%
reduction in
interviews per hire



Consistent interviews, less bias

As the volume of hiring increased, more trusted interviewers were needed and were automatically enrolled on Metaview.

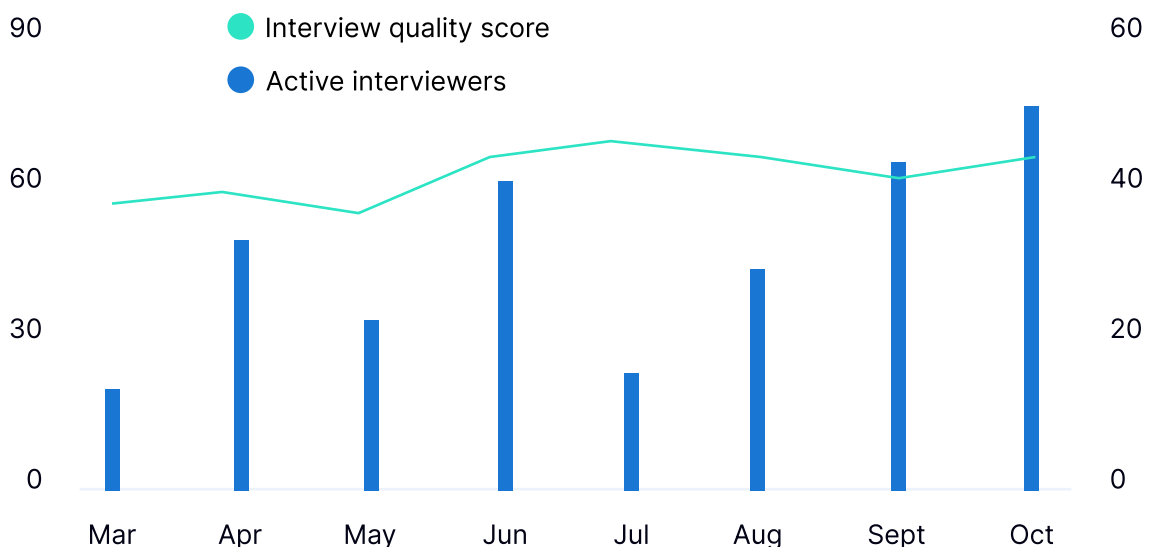
Not only did this give Sendwave greater visibility into the impact of introducing these new interviewers on their process, it also improved the consistency and rigor of the interviews.

Consistent, rigorous interviews reduce the chances of bad hiring or decisions, and help root out bias.



Alex Wimbush
Head of Product,
Sendwave

After each interview I've gotten immediate and actionable feedback which has improved every subsequent interview and ultimately the hiring decisions we make as a company. If my interviewing skills are the product, Metaview has been the ultimate tool for rapid iteration and ultimately growth.



KEY RESULTS

FAST
HELPFUL
EFFECTIVE

88%

feedback that was
judged as 'helpful' by
interviewers

18%

increase in Metaview
Interview Quality
Score over one year

4 MINS

time spent by
interviewers reviewing
each feedback

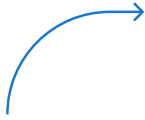


I love Metaview – seriously.

Alex Wimbush

Head of Product, Sendwave

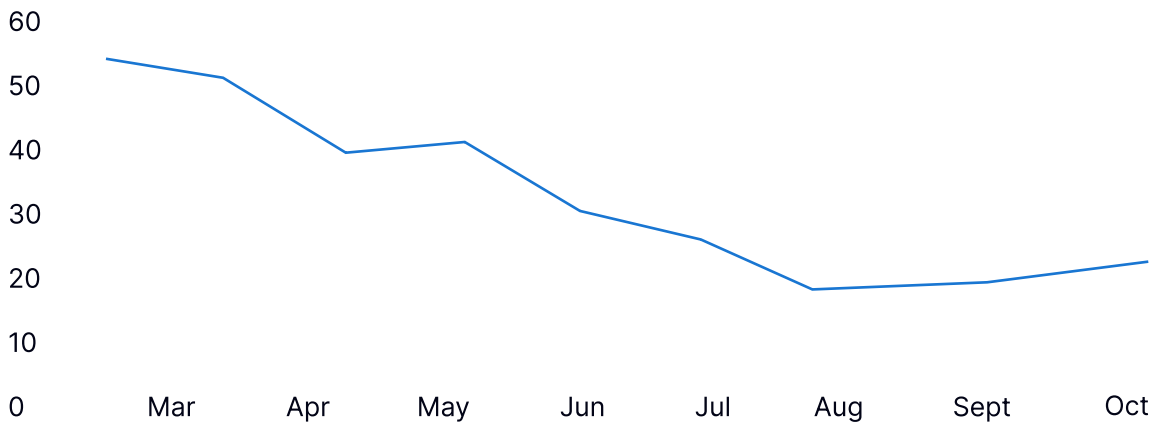
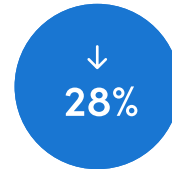
Better hires, quicker



Interviews are the single most outcome-defining moments in a company's hiring funnel, where better interviewing translates into progressing better candidates and - ultimately - better teams.

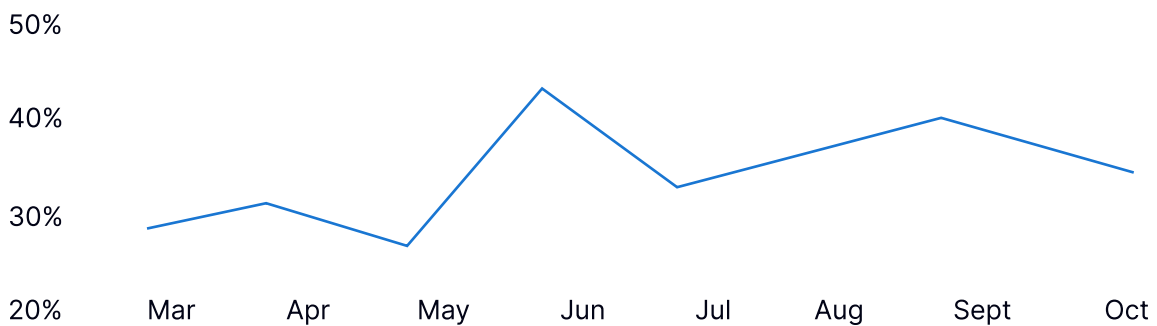
Interviews per hire

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Final stage conversions

Sendwave reserve their final stage interview for a rigorous interview with a founder or member of the executive leadership team. The greater quality of interviews and decisions earlier in the hiring funnel led to an increased final stage pass rate, from 28% to just under 40%.



Sendwave's staggering results

- **28%** decrease in number of interviews-per-hire
 - **38%** increase in final stage conversions
 - **64%** year-on-year growth
 - **1065** Sendwave interviews captured and analysed
 - **60** Sendwave interviewers coached
-

Applying data worked. Sendwave integrated Metaview's intelligent interview analysis to become part of their hiring process and dramatically improved their interviewers' skills, the quality of their interviews, and the calibre of final-stage candidates - all while reducing time, cost, and worry.

In fact, the integration helped Sendwave break several of their targets and keep up with their exponential rate of growth without sacrificing on company culture or quality.

The final proof of this quality was Sendwave's \$500M acquisition by World Remit in 2021.



Want to make every
interview an amazing
interview?

[Request a demo](#)

metaview.ai