

eftsure

How Eftsure Saved Over \$300k in Recruitment Fees with Teamtailor



Introduction

Eftsure, is a fast-scaling SaaS (Software-as-a-Service) Fraud Technology platform that protects the B2B payments of Australian businesses by providing real-time vendor (supplier) verification and real-time payment protection. In a world of explosive and evolving cybercrime and payment fraud Eftsure ensures customers never pay the wrong people!

Their vision is to be the Security Standard for B2B payments with continual platform evolution and international expansion, with a mission to support the Australian business community to transact securely.



Rachael Ward Head of People & Culture

Driven, and results oriented, Rachael is an accomplished People and Culture Leader with 20 years' experience across the Technology and Financial Services sectors in both start up's and large corporations. She is passionate about partnerships with all stakeholders and building a people strategy that delivers growth - to the business, to the team, and to the individual; creating a high performance culture across the organisation.

How is Eftsure shaking up the fintech industry?

“We’re quite unique as a fintech company, and actually not sure whether we belong to that category. Fraudtech would be more accurate.

In the simplest way to explain what we do:”

“We help ensure our customers never pay the wrong people. There is a technical gap in pretty much every national banking system in the world that is exploited by cybercriminals and fraudsters. Banks fully ignore the business’s name on invoices when processing payments. It only takes a typo or someone with ill intent to alter the banking numbers and funds will go to the wrong account.”

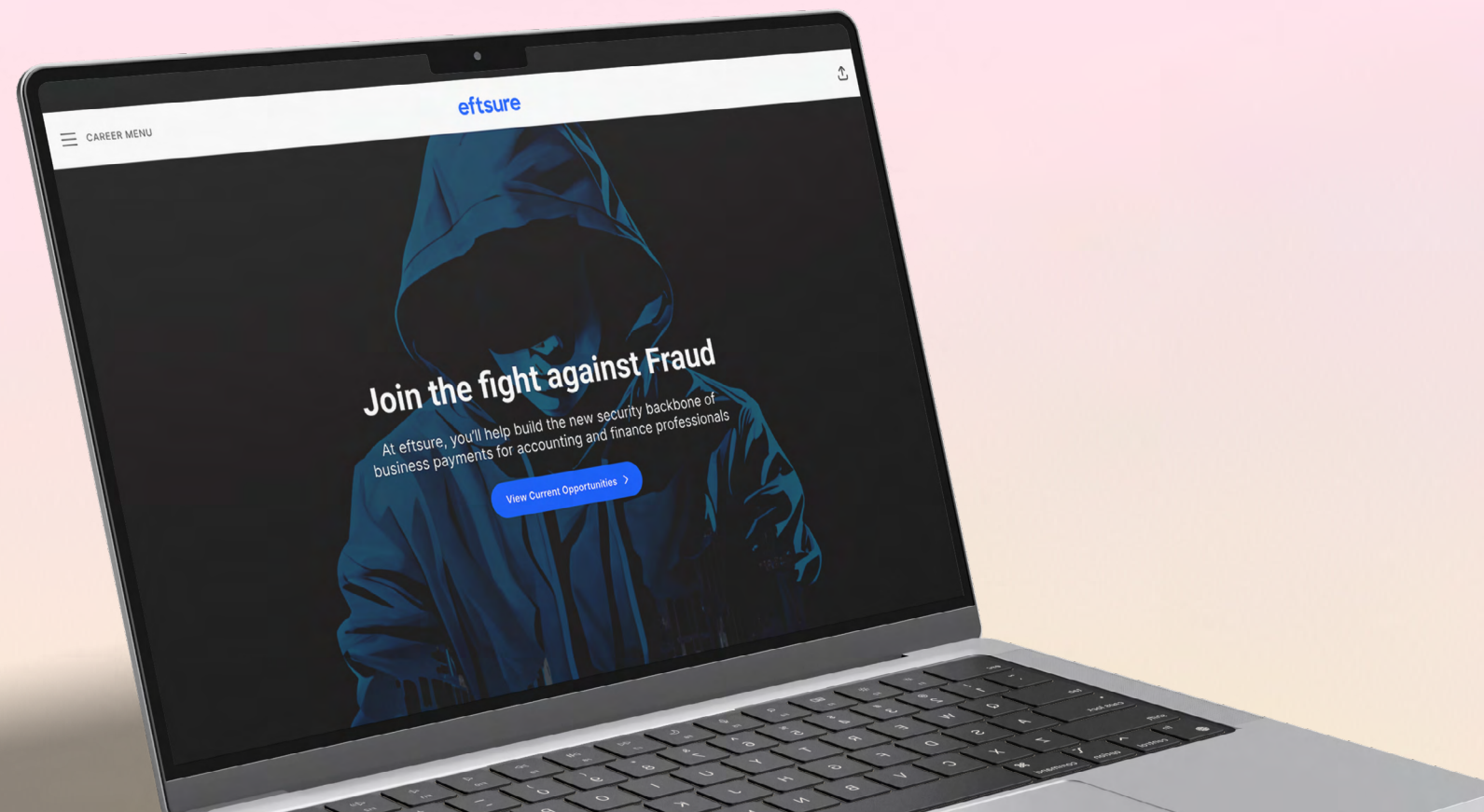
“So, **imagine:** Most of our clients pay 1000s of other businesses in a single pay run. Errors or fraud can easily happen, and no one has a clear overview of what to trust or not. That overview is what we provide.”

“Our customers get access to our database of verified suppliers and can trust their payments are going to the organisations they intend them to go. We’re by far the market leaders in this B2B payment fraud prevention space and protect around 220 billion dollars a year.”



What are some of the hiring trends and challenges that are unique to fintech/fraudtech?

“We are in the fortunate position that people want to be part of the fight against cybercrime, and so attracting top talent to our team and people buying into our mission is becoming easier as we continue to grow.”



What were your hiring process and recruitment challenges prior to Teamtailor?

“Prior to Teamtailor we had an ATS that was incredibly clunky, making it frustrating not only for us to use, but difficult for candidates to apply. Meaning, I had an endless number of people contacting me via LinkedIn, email and phone to say that the system was not working for them and they could not apply for a role we had advertised!”

“It was tiring and embarrassing to say the least. Our careers page was outdated and looked like we were in the dark ages -- it did not work with our brand and was a poor representation of us being a tech company.”

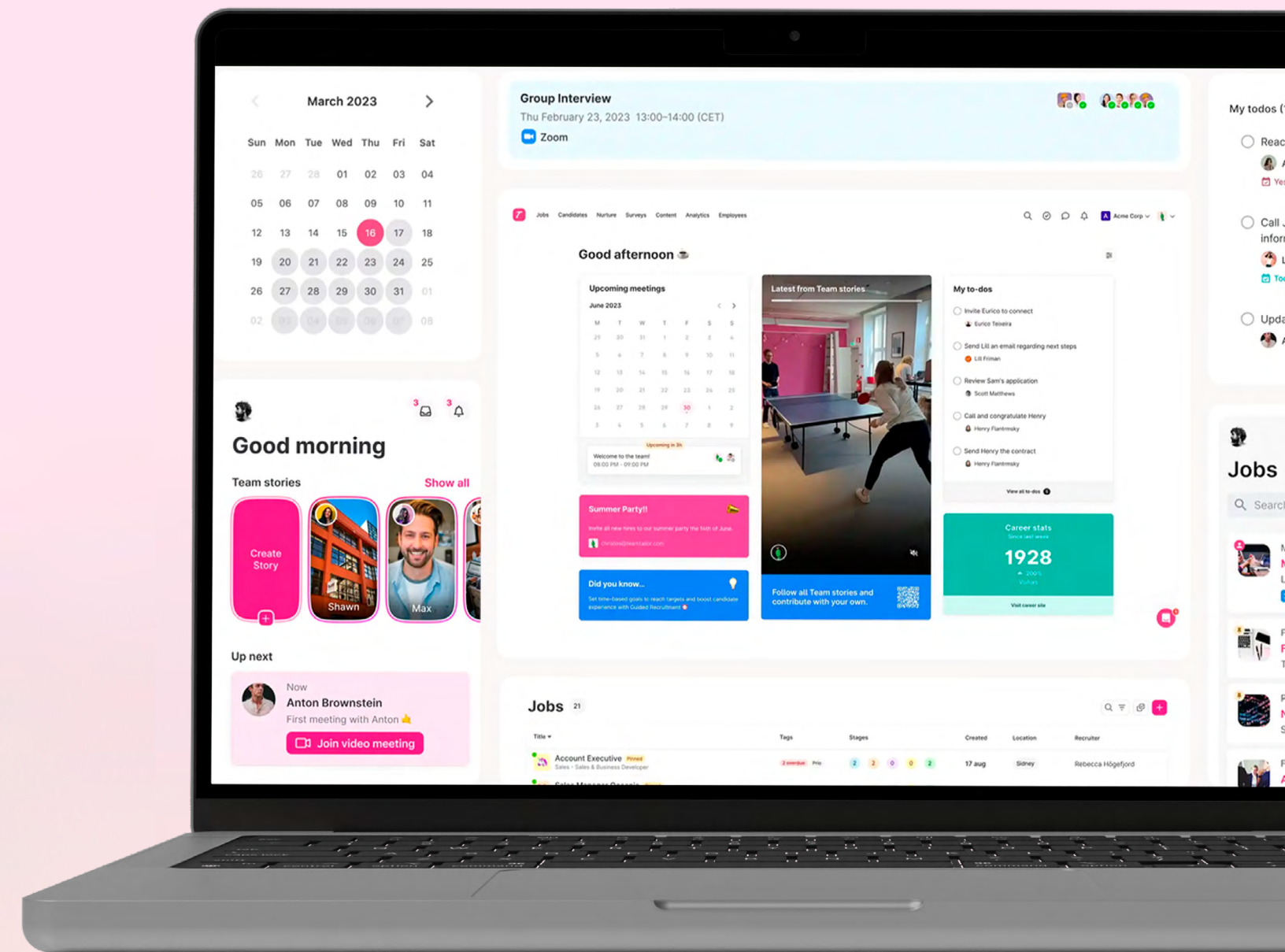
Why did you choose Teamtailor?

“I love the career site functions and the ATS is so user-friendly. It’s also easy for hiring managers to use, which makes partnering with them on their hires a breeze.”

“The application process for candidates is seamless and from a recruitment standpoint, it is simple to use with some great features for you to screen candidates.”

How has your experience been with Teamtailor so far?

“Because the platform is so easy to use, our managers have jumped onboard and we are all using Teamtailor to recruit. Since launching the platform in April, we have hired 35 people in both Australia and the US and have saved over \$300K in recruitment fees - which is an awesome ROI!”



How did you first hear about Teamtailor? Was it through a colleague, online research, or a referral?

“The lovely Eden reached out to me, as she had seen me advertising on LinkedIn. It was at the time I was researching a new ATS and speaking to people, so the timing was perfect. As soon as she did a demo, I knew that I needed the tool.”

“Typically, HR does not have a budget, so I put together a business case to make the upfront investment and it was a no-brainer, as it financially stacked up and it gave us an opportunity to improve our brand.”



What are your 3 best tips for recruiters?



1. Build Genuine Relationships

“Go beyond just filling roles—focus on understanding candidates’ motivations, career goals, and cultural fit. Building authentic relationships helps create trust, leading to better long-term matches for both candidates and employers.”



2. Prioritize Employer Branding

“Promote a strong employer brand to attract top talent. Showcase company culture, values, and growth opportunities clearly. Engaging candidates with a compelling employer narrative can set you apart in a competitive talent market.”



3. Leverage Data and Technology

“Use AI-driven tools and recruitment platforms to streamline tasks like screening, sourcing, and scheduling, which frees up more time for strategic thinking.”

What do you think will be the future of HR?

“HR has a promising future. It’s about genuinely caring for people, representing them effectively, and ensuring their experience is equitable and rewarding. It’s a privileged role, one that should be approached with responsibility and care, as you’re looking after one of the company’s greatest assets—its people.”

“Kindness and empathy in any HR role will shape your lasting legacy. I am loving the AI tools – they are enhancing my efficiency, and gives us more time to focus on strategic, value-add initiatives—the exciting and impactful aspects of the job – the fun stuff!”



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