

IBM Services



IBM Talent Acquisition

Transform your recruitment
experience with strategic
insights and intelligent workflows



No matter which side of the recruitment process you're on, the traditional approach to large-scale recruitment and talent acquisition can be frustrating. 74% of businesses say their top recruiting priority is improving the candidate experience.¹ This transformation is easier said than done. Talent acquisition leaders have to work with many disconnected processes, all progressing at different speeds, and the technology involved often wastes valuable data insights.

Work smarter with intelligent workflows. Workflows are how things get done in an organization. Intelligent workflows are automated, agile and transparent, laying the foundation for how businesses transform to deliver greater value, both internally and externally. Intelligent workflows change the trajectory and the very nature of work with greater visibility, real-time insights and the power to remediate problems across multiple business functions. Our solution, IBM® Talent Acquisition, uses intelligent workflows to augment human expertise with technologies and data-driven insights and transform the entire recruitment process.

We combine artificial intelligence with market and operational data to bolster human decision-making and help you dynamically adjust your sourcing and talent strategies. As a result, you can accurately forecast business needs, reduce fill time, find and attract candidates with niche skills—and even eliminate human bias in hiring decisions. Harness the power of our customized workflows to deliver a precise balance of people, data and technology that provides your candidates, hiring managers and HR professionals with real-time, personalized digital and human interactions.

Our approach to talent acquisition can help you:

- Identify qualified talent and connect them with the right opportunities using AI throughout the talent acquisition lifecycle.
- Free up human resources by delegating simple tasks to automation.
- Increase your impact with intelligent workflows for greater transparency, accelerated fill times and reduced operational costs.
- Simplify talent management with a central platform where you can access current reports and organize workloads in a personalized dashboard.



IBM Talent Acquisition

There's no one-size-fits-all solution for finding and recruiting talent, and the "right" mix of technology for the job depends on your unique business requirements. IBM Talent Acquisition is designed to help you move away from siloed, static processes and enable transparent, end-to-end workflows. We simplify the recruitment management process with a central talent platform. Through it, you can access current reports and insights and monitor workloads from personalized dashboard views. We layer advanced algorithms on process maps to help drive quick, data-driven decisions.

Powered by IBM Services® Essentials, our Precision Talent Model provides an efficient, scalable framework that uses automation, cognitive applications and both artificial and human intelligence to deliver successful recruitment experiences and results. We work with you to understand your existing talent strategy and unique needs. Together, we can design a strategy with a custom combination of technology to support your successful recruitment outcomes.



Automation and AI

Having the right technology in place is a critical step toward agile, impactful recruitment. With our approach, you can employ automation to complete simple tasks in a complex environment without the need for human oversight, such as tracking volume for a rolling twelve months and sorting demand into segments by volume. In some cases, we can use automation to build a bot to automate certain processes or interactions, such as reminding a candidate to continue with the next step.

You can also use AI to deliver flexibility throughout the talent acquisition lifecycle, from demand planning and discovery all the way to onboarding and ongoing talent development.

Using the IBM Talent Platform Optimizers with Watson® intelligence, you can apply AI at precise points in the talent process:

- Identify qualified talent by harnessing candidate resume and application data.
- Connect candidates with the right job for them and accelerate the application process.
- Support employee career growth by helping them find new opportunities.
- Expand or adjust your AI usage with stand-alone microservices as your talent needs change.

Intelligent workflows

The ability to predict future scenarios using historical data is nothing new. But the ability to gain real-time insights and take action based on that data is a defining characteristic of an intelligent workflow.

Intelligent workflows support your entire talent acquisition process.

- Quantitative and qualitative analysis helps address candidate generation, funnel effectiveness, requisition velocity, process complexity and user feedback.
- Segmentation helps identify patterns of significance in volume of hires, process characteristics, ease of execution, required human oversight and the organization's potential for further digital transformation.
- Personas define your users—what they expect, how they prefer to engage and relevant details regarding how in-demand they are as a candidate.
- Experience design defines rules and data triggers, underpinning the entire workflow with a user-centric experience.

Use cases

01

Choose a recruitment approach that grows with you

Problem: With more than 20,000 hires annually, a US healthcare provider needed a strategic alliance to support growth while keeping talent acquisition cost neutral.

Solution: IBM implemented the Precision Talent Model, our recruitment framework that uses intelligent workflows, automation, cognitive applications and both artificial and human intelligence.

Business benefit: The company saw a 20% increase in hiring manager satisfaction, a 10-day reduction in the time it takes to fill an open role and a new hire satisfaction rate of 92%.²

02

Find the right candidates and retain them

Problem: A global manufacturing firm struggled with ongoing scalability, unpredictable shifts in geographic needs and a broad range of hire types.

Solution: IBM improved the company's scheduling process and helped create performance metrics that govern diversity. A team of IBM lead recruiters addresses scalability needs by functioning as an onsite delivery center.

Business benefit: The company experienced a 26% drop in the time it takes to fill an open role, an average 70%–85% increase in candidate short-list quality and a staggering 99% retention rate among externally recruited personnel.²

03

Overhaul your recruitment experience

Problem: A global biochemical firm needed to improve the hiring process experience for up to 2,500 hires every year.

Solution: IBM provided recruitment process outsourcing (RPO) services and has become the company's primary source of talent acquisition services. We work with the company's recruiters to drive pipeline development, candidate submittals and market intelligence.

Business benefit: The company saw a 40% drop in the time it takes to fill an open role, along with less than 2% agency utilization through our candidate pipeline.²

04

Reach the talent you need, wherever you are

Problem: A global industrial machinery company expressed an urgent need for hires in many regions and languages. With no centralized hiring process or recruiting platform in place, the company depended heavily on agency hiring.

Solution: IBM provided fully integrated RPO delivery across 55 countries with a standardized hiring process. This solution enabled social media recruitment campaigns in key markets and integrated cognitive solutions into the recruiting process. We also created a special tools and tactics team to target hiring projects outside business-as-usual hiring.

Business benefit: The company decreased its global hiring cycle time from 67 to 55 days, reduced agency dependence to just 4% of hires and saw hiring manager satisfaction soar to 92%.²

“At the heart of it, implementing intelligent workflows is really about unlocking value that hasn’t been unlocked before—and that unlocks the value of your people too, because you really are freeing them up to do more valuable work.”

— Dominique Dubois, Partner, IBM Services

Why IBM?

IBM Services has over 30 years of experience in the talent industry, with more than 1,500 global recruitment resources, custom workflows, and a legacy of innovative technologies and process expertise to help you realize the value of intelligent, proactive talent recruitment and acquisition.

[Learn more](#) →





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1 Recruiting Focus 2019, Talent Board, 2019

2 Based on IBM client data. Actual results may vary

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