



IBM Recruitment Process Outsourcing

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's recruitment process outsourcing vendor assessment for IBM is a comprehensive assessment of IBM's recruitment process outsourcing offering and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of recruitment process outsourcing and identifying vendor suitability for recruitment process outsourcing RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector
- HR decision makers.

Key Findings & Highlights

IBM, offers HR BPO services alongside its wider BPO services in its Business Process Services (BPS) division. IBM offers end to end, source and screen and project based RPO services. It offers RPO services across throughout North America, South America, the U.K., Continental Europe, the Middle East, Africa and Asia Pacific. In 2015, it performed 105k RPO hires for ~70 clients, and services ~85 countries in 30+ languages. It has ~1.6k employees providing RPO services.

Alongside its core RPO services, IBM is placing an increased focus on analytics capability and the use of technology to enhance service to clients. This includes integrating Talent Insights (powered by Watson) into their RPO solutions.

Services are delivered from ~11 global client service centers and a network of global offices. IBM has a local presence in EMEA, North America, Latin America and Asia Pacific.

IBM is currently servicing ~70 RPO clients. IBM targets mid-market (3k - 15k employees) and large market (>15k employees). Primary industries for IBM clients include automotive, chemical, finance, health/medical, manufacturing/engineering, oil and gas, pharmaceutical, technology and airline/travel.

IBM appoints a practice leader for each industry who distills information and engages with the teams of recruiters in that industry, to share insights into the specific market; a knowledge base for the industry is maintained.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM's recruitment process outsourcing offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location, size and scale of delivery locations and their activities.



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Report Length

19 pages

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Recruitment Process Outsourcing Vendor Assessments also Available for:

ADP

Alexander Mann Solutions

Allegis Global Solutions

Capita

Cielo

Futurestep, a Korn/Ferry company

Hudson

KellyOCG

ManpowerGroup Solutions

PeopleScout

Randstad Sourceright

RTM

Seven Step RPO

TMP Worldwide

WilsonHCG.