



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 Global Process Services (GPS) division.

IBM offers end to end RPO that uses behavioral science methodologies for sourcing. In 2012 it developed the Archetype Study, a cultural fit assessment methodology that helps identify archetypes in a culture. IBM's RPO offerings also includes employment branding, sourcing, screening, selection, background checks, reporting and analytics.

Today the IBM RPO organization has ~1,600 employees providing RPO services. IBM provides RPO to >80 countries in ~30 languages. It has ~12 global RPO contracts covering three or more regions. NelsonHall estimates that IBM performed ~75k–85k permanent hires in 2014.

Kenexa supports a wide range of industries and sectors in placing permanent, permanent positions, however it does not have an MSP offering.

Kenexa targets the following sectors:

- Oil and gas
- Manufacturing and engineering
- IT and technology
- Transport and distribution
- Retail
- CPG
- Travel and transport
- Insurance, finance and banking
- Life sciences.

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

20 pages

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Recruitment Process Outsourcing Vendor Assessments also Available for:

ADP

Alexander Mann Solutions

Allegis Global Solutions

Aon Hewitt

Cielo

Futurestep, a Korn/Ferry company

Hudson

Infosys

KellyOCG

ManpowerGroup Solutions

PeopleScout

Seven Step RPO

WilsonHCG.