Alexander Mann Solutions RPA and AI in HR Outsourcing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's RPA and AI in HRP Vendor Assessment for Alexander Mann Solutions is a comprehensive assessment of Alexander Mann Solutions' automation and artificial intelligence offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HR outsourcing and identifying vendor suitability for HR services 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 and payroll decision makers.

Key Findings & Highlights

Alexander Mann Solutions was founded in 1996, with "an ambition to revolutionize the way in which companies attract, engage and retain top talent". For ICL (now Fujitsu), its first client, it created and implemented what is now widely referred to as the recruitment process outsourcing (RPO) model as well as a managed service provider (MSP) program.

In 2018, Alexander Mann Solutions end objective is unchanged. It continues to partner with global organizations to attract, engage and retain top talent, with a focus on end-to-end talent acquisition and management for all categories of workers, including permanent, flexible or contingent. This is achieved through bespoke consulting offerings and total talent solutions blending RPO and MSP models.

Alexander Mann Solutions' service offerings focus on two key areas:

- Outsourcing: total talent, RPO, and MSP

- Consulting

This profile focuses specifically on Alexander Mann Solutions' Robotic Process Automation (RPA) and Artificial Intelligence (AI) capability leveraged in the delivery of its HR services offering. For a more comprehensive overview of Alexander Mann Solutions' HR services capability, please refer to Alexander Mann Solutions - Next Generation Recruitment Process Outsourcing vendor profile, available to NelsonHall subscribers.

The use of RPA and AI in the delivery of its services has been a significant area of investment for Alexander Mann Solutions since 2015, with the company focusing its development efforts in the following key areas:

- Improving the candidate experience

- Reduce the time to source candidates

- Increasing automation and efficiency so that recruiters can spend more time on value-added tasks

Alexander Mann Solutions currently has approximately 20 bots in place today (a portion are client owned) with ongoing investment and development expected to increase this to or by approximately 50 by the end of 2019.

Alexander Mann Solutions is also leveraging bots for processes such as candidate sourcing (response handling, resume sifting), screening, e-signature for contracts, contractor referencing processing, Vendor Management System downloading and reporting, data migration and validation, etc.

Alexander Mann Solutions supports the delivery of its automation capability through a combination of its own development resources and capability, and by leveraging select technology partners.

Alexander Mann Solutions' automation program is led from its GCSC in Krakow, Poland with additional support provided from Belfast, Northern Ireland. As new cases are identified, Alexander Mann Solution leverages small teams/groups (which are product owners who understand processes being automated), to help in the development as well as to own and manage bots once in production.

Alexander Mann Solutions deploys and applies its RPA and AI capability primarily at the process level, meaning all clients are impacted by and benefit from the technology collectively. Currently, all of its clients have some level of automation applied to their programs with some more advanced than others depending on their level of adoption.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM's RPA and AI offering leveraged in the delivery of its HR services, including:

- Identification of the company's strategy, new developments, and outlook

- Analysis of the company's offerings and key service components

- Analysis of the profile of the company's customer base leveraging RPA and AI including the company's targeting strategy

- Analysis of the company's delivery organization including the location of delivery locations.

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