

Cloud HR Transformation Services

IBM

Report Abstract

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15 pages

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Who is this Vendor Assessment for?

NelsonHall's Cloud HR Transformation Services profile on IBM is a comprehensive assessment of IBM's offerings and capabilities, designed for:

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

Key Findings & Highlights

This NelsonHall vendor assessment analyzes IBM's offerings and capabilities in Cloud HR Transformation Services. IBM's Cloud HR Transformation Services are delivered through its Talent Transformation organization, within which it has ~7k Talent Transformation practitioners and services ~1k clients across 138 countries. IBM has been providing HR services for ~30 years. NelsonHall estimates that IBM serves ~1k Cloud HR Transformation clients and ~10m employees and participants. Its HR services include:

- Talent and HR strategy and transformation consulting
- HR Outsourcing, including:
 - End-to-end outsourcing services: recruitment, onboarding, employee data management, benefits administration, payroll services, learning, compensation, and contact center
 - Recruitment outsourcing, known as Talent Acquisition
 - Learning to outsource, known as Talent Development
 - Digital change consulting and HR Technology enablement, including architecture design, HR technology selection, RPA, Watson AI-enabled services, and HCM Cloud platform implementation (leveraging ~2k HCM platform consultants across Workday, SuccessFactors, and Oracle).

IBM is technology agnostic and supports services on client-preferred technology. Where relevant, it can infuse this with IBM's proprietary technology solutions, including AI accelerators and microservices, automation services, data, and analytics. IBM brings a large ecosystem of partners to support hiring, onboarding, retention, and leadership development. The full report details the key technology solutions employed by IBM in this area.

Large enterprise-sized buyers looking to improve operational targets through a talent-led approach or to gain HR operational efficiencies from improved automation should look at this vendor.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM's Cloud HR Transformation Services offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, opportunities, 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 of delivery centers.

Cloud HR Transformation Services Vendor Assessments available for:

ADP

Alight Solutions

Capgemini

Conduent

OneSource Virtual

IBM

SD Works

Zalaris.

About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Payroll Services and Cloud HR Transformation, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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