PeopleStrong RPA and AI in HR Outsourcing

Vendor Assessment
Report Abstract

August 2018

By Pete A. Tiliakos

Principal Analyst

NelsonHall

5 pages

research.nelson-hall.com

Who Is This Vendor Assessment For?

NelsonHall's RPA and AI in HRP Vendor Assessment for PeopleStrong is a comprehensive assessment of PeopleStrong's 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

PeopleStrong is an Indian HR Solutions company with the aim of bringing HR solutions at scale to Indian and international businesses. It was founded in 2005 by Pankaj Bansal and Shelly Singh, who continue to lead PeopleStrong.

PeopleStrong focuses on services and technology in four areas:

- Recruitment

- Employee lifecycle

- Payroll solutions

- Conversations and chatbots.

PeopleStrong is focused on delivering innovation and capabilities that continually enhance the overall efficiency and effectiveness of its delivery operations and for its clients, as well as driving an enhanced UX across all of its HR services and proprietary technology offering.

With ~60% of PeopleStrong's business derived from recruitment outsourcing services clients, its primary focus to date has been leveraging RPA and AI to improve the talent acquisition process and outcomes for its client, e.g., improved quality of hire, improved candidate experience, and cost reductions.

Currently, PeopleStrong has applied RPA and AI to the following processes:

- Candidate sourcing, screening, and scheduling

- Candidate role matching

- Employee/candidate inquiry management

- Employee lifecycle changes

- HR data and analytics

PeopleStrong focuses on leveraging and incorporating artificial intelligence (AI) and machine learning (ML) into its proprietary HCM technology platform, PeopleStrong Alt, to drive a simplified, prescriptive UX.

PeopleStrong leverages its proprietary technology platform, PeopleStrong Alt, in the delivery of its services and as a result, maintains

a team of engineers and developers (~250) which also support its RPA and AI development and deployment entirely in-house.

PeopleStrong maintains two core product teams (across multiple locations in India): one for recruiting and one for HCM which are supported currently by a team of ~25 FTE's dedicated to automation and artificial intelligence development. It expects this team will grow by ~50% over the next 18 -24 months as it continues to expand its capability.

While PeopleStrong has primarily developed its solutions in house, it did complete an acquisition (January 2018) of GrownOut (SaaS-based, referral-hiring and matchmaking platform) for its advanced AI capabilities.

PeopleStrong applies all of its RPA and AI capabilities at the process level, vs. on a client by client basis, and does not currently offer the capability as a standalone offering.

Currently, ~30% of its clients are using an AI-enabled solution, with expectations of advancing this to ~90% in the next 18 months. Nearly all new clients being onboarded are adopting the capability, and PeopleStrong has seen increased demand for its recruiting services since introducing the technology, including attracting larger clients.

Scope of the Report

The report provides a comprehensive and objective analysis of PeopleStrong'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.

Contents

Report Length

5 pages

Report Author

Pete A. Tiliakos

Pete.Tiliakos@NelsonHall.com

RPA and AI in HR Outsourcing Vendor Assessments also Available for:

ADP

Alexander Mann

Alight Solutions

Excelity Global

IBM

Infopro

Infosys

Korn Ferry

NGA HR

One Source Virtual

Raet

Ramco

SD Worx