

## Multi-Process HR Transformation Services

# IBM

### Report Abstract

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15 pages

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## Who is this Vendor Assessment for?

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NelsonHall's Multi-Process 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 Multi-Process HR Transformation services and identifying vendor suitability for Multi-Process HR Transformation Services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Multi-Process HR Transformation sector.

## Key Findings & Highlights

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IBM's recent strength in HR has been in talent acquisition. However, IBM is now positioning strongly in AI, leading with "an AI-first approach to modern HR operations" to take advantage of the HR transformation expectations of companies that are urgently looking for assistance in understanding and applying the newer forms of automation and AI, such as generative AI, to their operations to enhance their employee experience, their HR insight, and to achieve HR operational cost reduction.

Accordingly, IBM is using its AI capability in combination with its cloud HR migration capability and established relationships as an implementation partner with Oracle, SAP SuccessFactors, and Workday to reposition and expand its presence in HR transformation services.

IBM has three operating units:

- Consulting, which includes its HR services business
- Software
- Infrastructure.

IBM's HR services include HR transformation strategy; operating model change; managed services, incorporating talent acquisition, talent & skill development, and employee and HR services; and HR digital transformation. The company offers the capability to manage transformed HR operations alongside its design and build capabilities.

## Scope of the Report

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The report provides a comprehensive and objective analysis of IBM’s Multi-Process 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.

## Multi-Process HR Transformation Services Vendor Assessments available for:

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Accenture

ADP

Alight Solutions

Capgemini

Conduent

IBM

SD Worx

TCS

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 Multi-Process 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](mailto:guy.saunders@nelson-hall.com)

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