

Cloud HR Transformation Service

IBM

Report Abstract

September 2021

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13-pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of Cloud HR Transformation Services and identifying vendor suitability for security 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 Services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes IBM's offerings and capabilities in Cloud HR Transformation Services.

International Business Machines Corporation (IBM) is an American multinational information technology company headquartered in Armonk, New York, in over 170 countries. IBM's operations consist of five business segments:

- Cognitive Solutions
- Global Business Services (GBS)
- Technology Services and Cloud Platforms
- Systems
- Global Financing.

IBM's GBS segment is further divided into several capabilities:

- Business Transformation Services
- Application, Data and AI Management Services
- Global Process Services (GPS) delivers finance, procurement, talent transformation, and industry-specific business process outsourcing services. These services use a consult-to-operate model, which includes the strategic change and/or operation of the client's processes, applications, and infrastructure. GBS is redefining process services for growth and efficiency by applying cognitive technologies like Watson and IoT, blockchain, and deep analytics.

With GBS, IBM's Talent Transformation services include:

- Talent Acquisition Optimization (TAO), which includes RPO services
- Talent Development Optimization (TDO), which includes learning outsourcing
- HR Transformation including strategy design, employee experience, AI Strategy and Technology Optimization for HR, and shift to the cloud
- HR Outsourcing,

Over the last five years, IBM had been investing in cloud technologies such as RedHat and Application Resource Management (ARM) and Network Performance Management (NPM) software developers such as Turbonomic and building its Salesforce capabilities with acquisitions such as Waeg and 7Summits. It also invested in Process Mining software when it acquired myInvenio in April 2021. Since the divestiture of its infrastructure business to Kyndryl, IBM plans to focus on hybrid cloud platforms and AI to support digital transformations services and platform innovation.

IBM's Cloud HR Transformation Services is delivered through its Talent Transformation organization, including the TDO and TAO divisions. IBM aims to reimagine experiences, use AI to optimize operations, and increase technology ROI. IBM has been providing HR Service delivery for ~30 years. Across its HR Services business, NelsonHall estimates that IBM serves ~300 clients and ~10m employees and participants. IBM has an estimated 6.5k HR consultants around the world across 140+ countries.

Scope of the Report

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

Cloud HR Transformation Service Assessments

also Available for:

ADP

Alight | NGA HR

Capgemini

Capita

Conduent

Neeyamo

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SD Works

Zalaris

About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and The Future of HR, 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., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on 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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