

# Talent Acquisition Business Process Transformation 2024- 2025 RadarView™ Excerpt

Focus on tech-enabled hiring,  
employee upskilling, and  
candidate experience

January 2025

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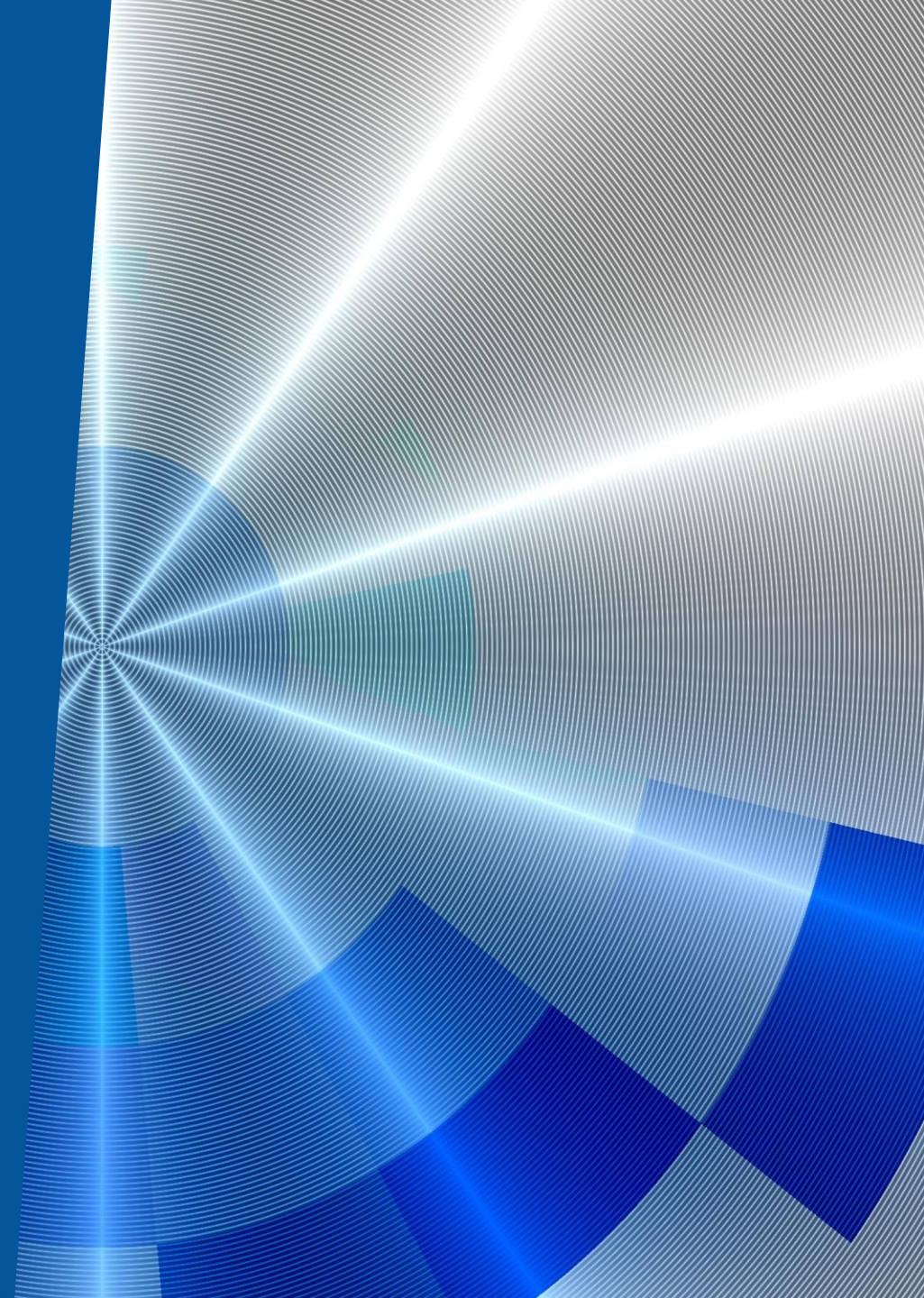
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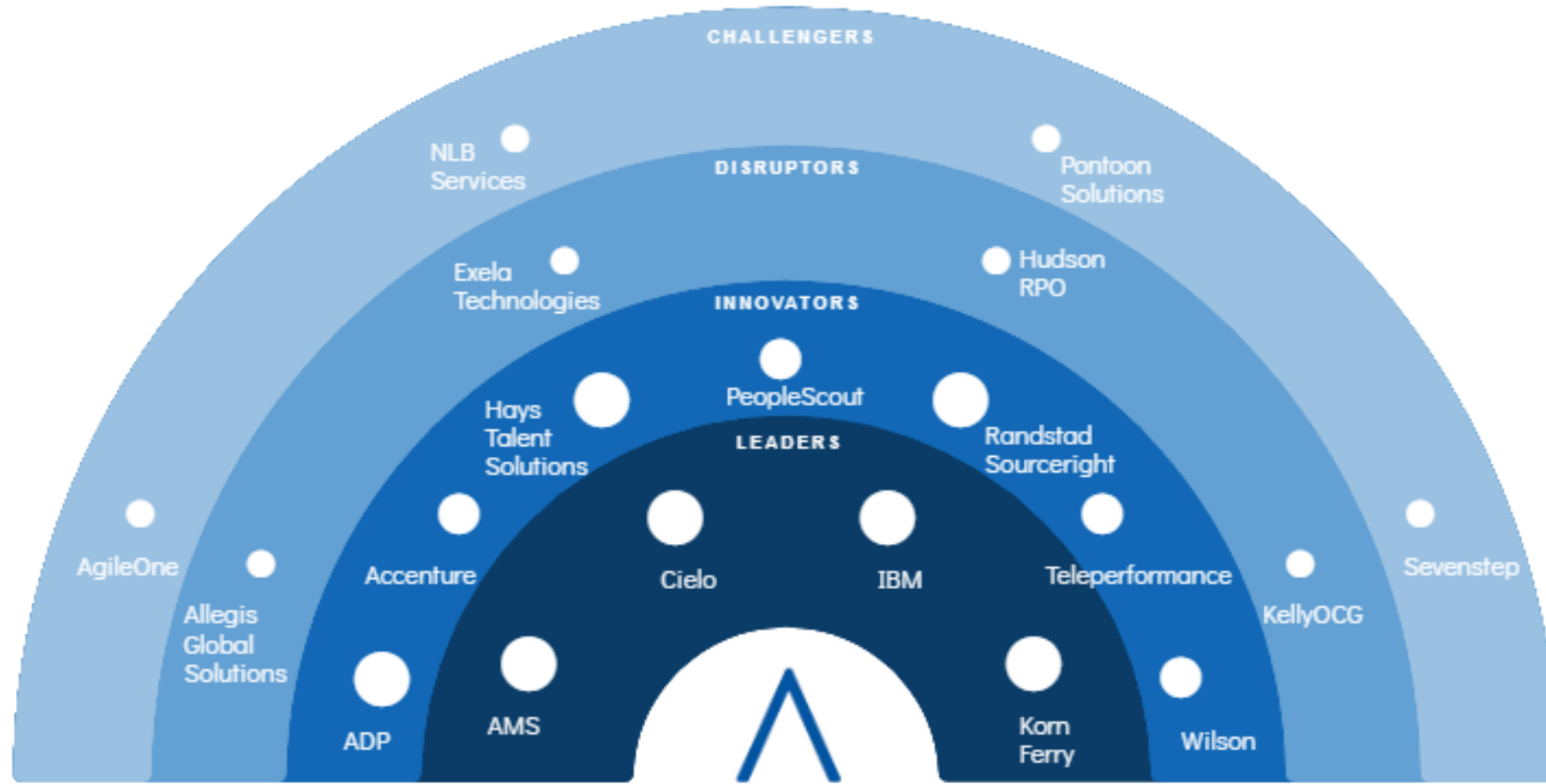
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# Avasant recognizes 19 top-tier providers offering talent acquisition business process transformation services

Product maturity ○ ○ ○



# Service providers are launching new solutions and strengthening existing capabilities through partnerships

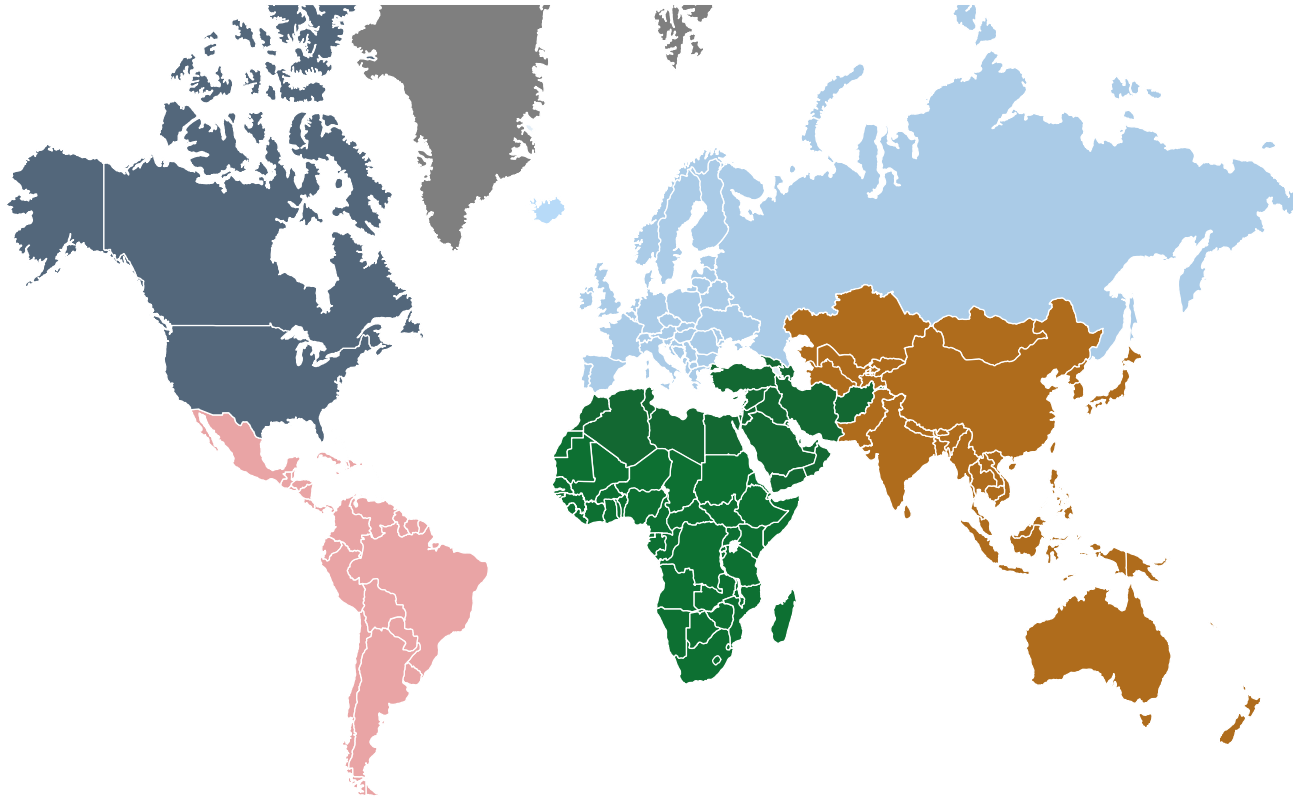
Service provider	Areas targeted	Inception date	Description
	Skill-based hiring	July 2024	IBM launched a new services solution that enhances the ServiceNow Talent Development solution by integrating IBM's proficiency in HR and talent transformation consulting with the IBM Talent Frameworks skills taxonomy data. This solution enables enterprises to find essential industry- and role-specific skills to create agile workforces.
	Employee reskilling	November 2023	Accenture expanded its partnership with Workday to utilize Workday Skills Cloud, an AI-powered tool that analyzes employee skills, identifies gaps, and recommends development opportunities to accelerate enterprise employee reskilling.
	Employee experience	May 2024	Randstad joined the ServiceNow Partner Program to enhance customers' employee experiences by integrating its talent enablement offerings with ServiceNow Employee Workflows.
	Technology integration benchmarking	February 2024	Its AMS Verified, a marketplace offering tools and resources for talent technology, launched an AI Index feature in partnership with Holistic AI. This feature allows enterprises to assess the level of ML integration within talent technology products.
	Employee sourcing and hiring	April 2024	KellyOCG partnered with Upwork to enable clients to hire and collaborate with skilled professionals on Upwork through its Human Cloud solution. This gave KellyOCG's clients access to professionals with over 10,000 skills in 125 work categories.
	Workforce management	September 2024	It partnered with Brightfield to offer real-time insights on contingent labor related to workforce economics benchmarks and automated statement of work analysis to improve workforce management and reduce costs.

\*Indicative list of examples provided by service providers

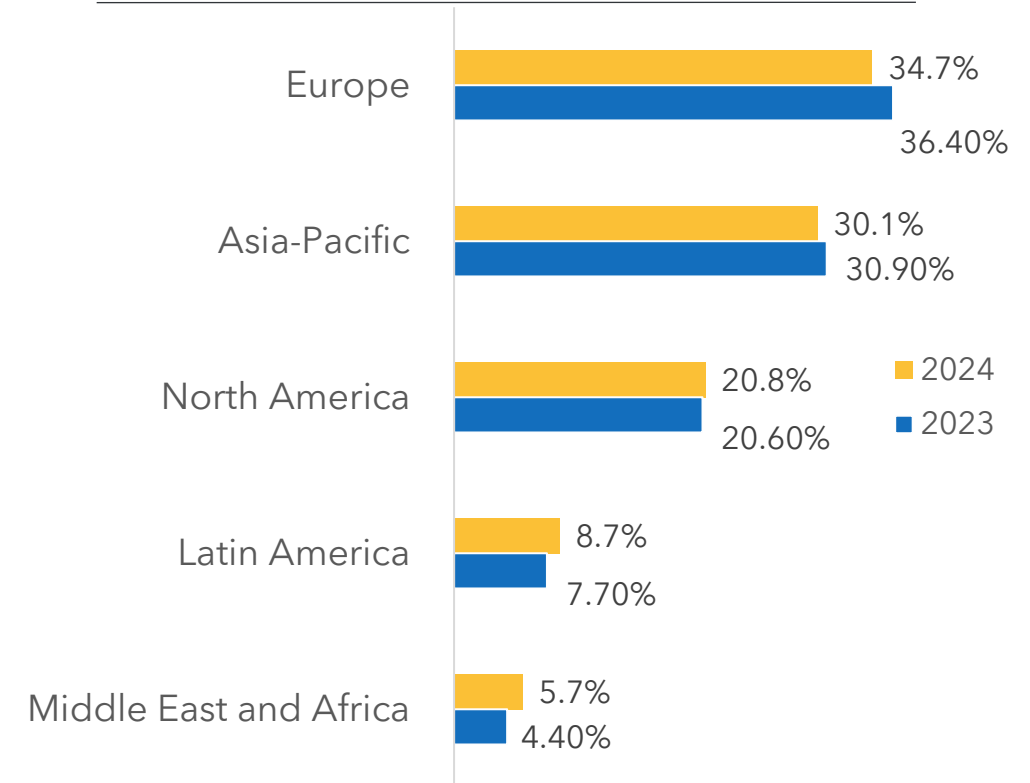
Sources: Avasant Talent Acquisition Business Process Transformation RadarView Survey, 2024-2025; Avasant Research

# Talent acquisition service providers possess global delivery capabilities

Europe continues to be the most important delivery region, accounting for 34% of all service providers' offices/delivery centers. Service providers are also expanding their delivery presence across Latin America and the Middle East region.



## Delivery center presence for talent acquisition



Sources: Avasant Talent Acquisition Business Process Transformation RadarView Survey, 2024-2025

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