



8 GAME-CHANGING INNOVATIONS IN AI  
INNOVATION LOOKBOOK SERIES



## INTRODUCTION

Cutting-edge tools are now available to 'read' job descriptions and match requirements to candidate CVs.

Algorithms and predictive models can draw up shortlists and schedule interviews.

Robots can search for CVs and carry out video or phone interviews, while chatbots can greet, chat and engage with candidates.

Candidate responses are then scored against sophisticated competency models that can match the required attributes.

But all this is only scratching the surface. The next big breakthrough is just around the corner.

Our Innovation team at Resource Solutions monitors progress and relays to their clients all the latest developments in Artificial Intelligence (AI) and machine learning. Progress is fast, but they are helping their clients stay ahead of the curve.

## OUR INNOVATION COMMITMENT TO YOU

Our Innovation team is dedicated to researching new ideas to enhance our service to our clients. We track consumer trends and identify early changes in the recruitment market as the impact hits. We are always happy to book in a time to present one of our workshops which identify “The Top Recruitment Trends Now!” and facilitate discussion around priorities for your organisation, before formulating your own innovation roadmap.

IF YOU WOULD LIKE TO KNOW MORE,  
PLEASE FEEL FREE TO CONTACT US



**Faye Walshe, Global Director of Innovation**



**Tom Lakin, Innovation Manager**



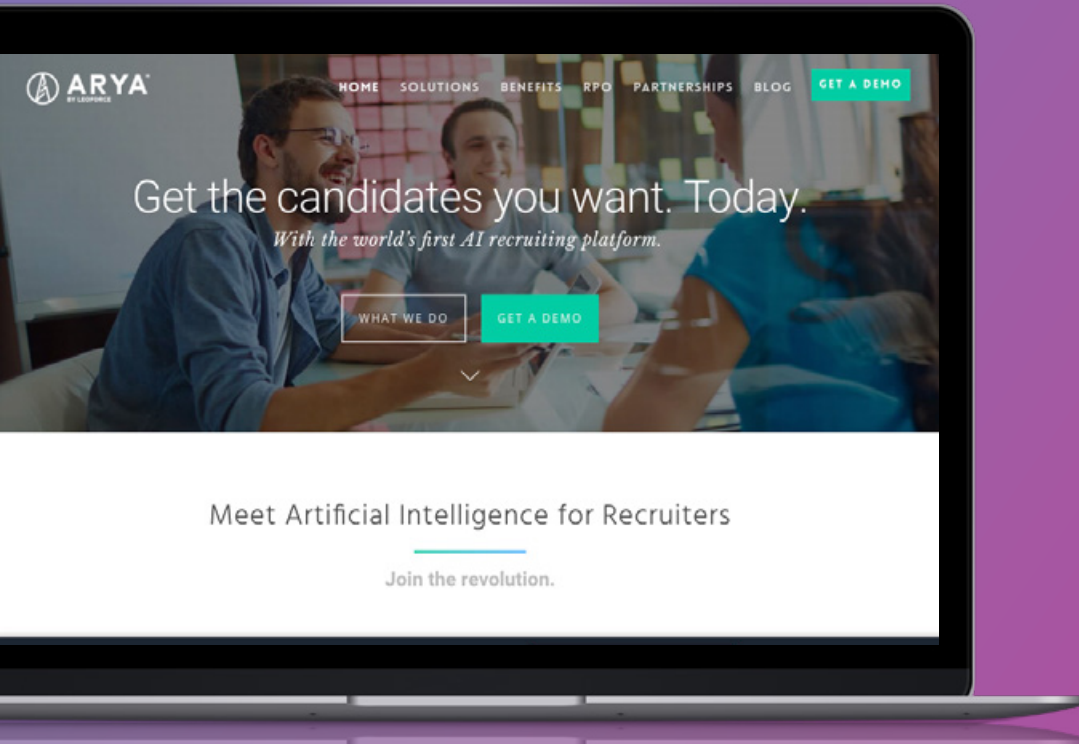


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### **CASE STUDY**

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# Arya

FREE    

- US-based Arya is an AI sourcing platform which automates much of the early recruitment process
- Arya can 'read' uploaded job descriptions, identify key requirements and then automatically source prospects via three primary channels – an organisations' ATS, job boards and social channels like LinkedIn
- Arya's machine learning can pick up on feedback to understand what a good candidate looks like within a specific company

[CLICK HERE TO READ FULL CASE STUDY](#)

“AI is the talent acquisition buzzword of the moment, but few suppliers have a credible and tested product. Arya is one of the market leaders globally, and after much research, Resource Solutions has selected Arya to be one of our AI sourcing pilot partners. By focussing on accuracy, speed and costs, our pilots suggest it's promising but further developments are needed. With AI, you get out what you put in, so we expect massive improvements next year”

Faye Walshe, Global Head of Innovation

NEW MARKET ENTRANT

MARKET PLAYER

ESTABLISHED



SEARCH



PREDICTIVE ANALYTICS



ARTIFICIAL INTELLIGENCE

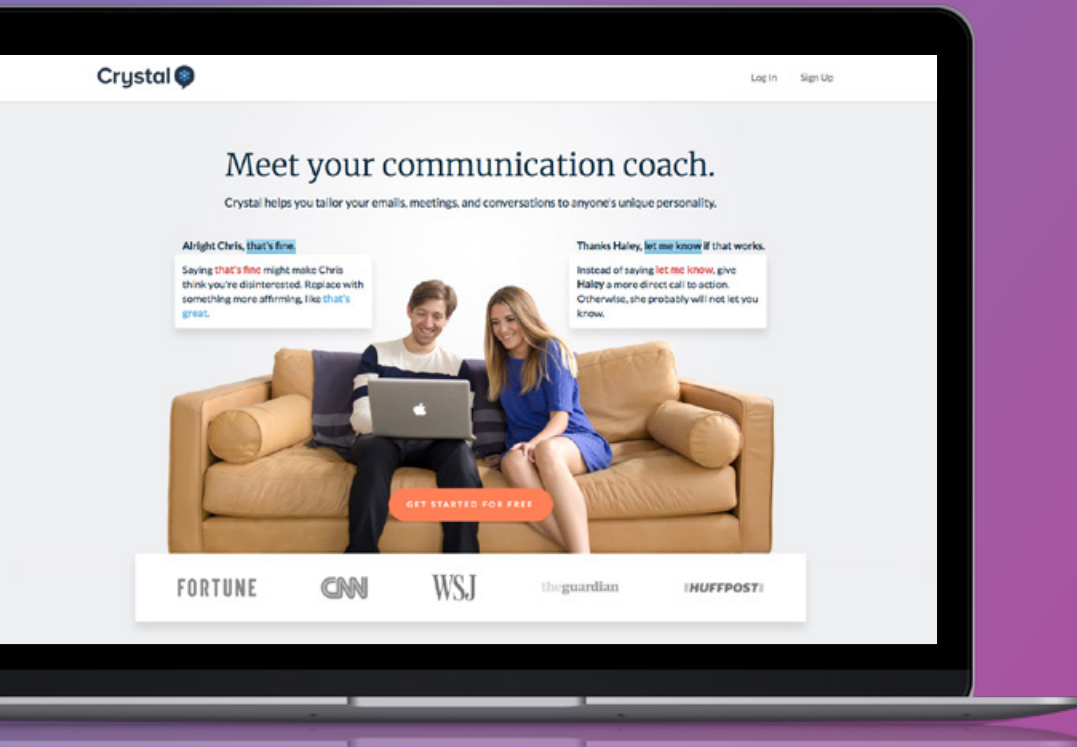


SOCIAL RECRUITING

# Crystal Knows

FREE    

- Crystal Knows is a public personality platform that analyses public data and provides information on individuals with a wide range of personalities
- Crystal Knows can predict how individuals behave, how they wish to be spoken to and what their relationship with others will be like
- Users can view millions of profiles to discover new contacts and are able to import current contacts from Google and social media to view their personality reports
- Marketed as a service to help anyone adapt their communication style to different personality types
- Crystal for Gmail can feed you realtime personality suggestions as you compose emails to help you improve communication



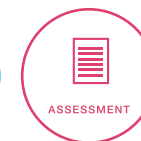
NEW MARKET ENTRANT

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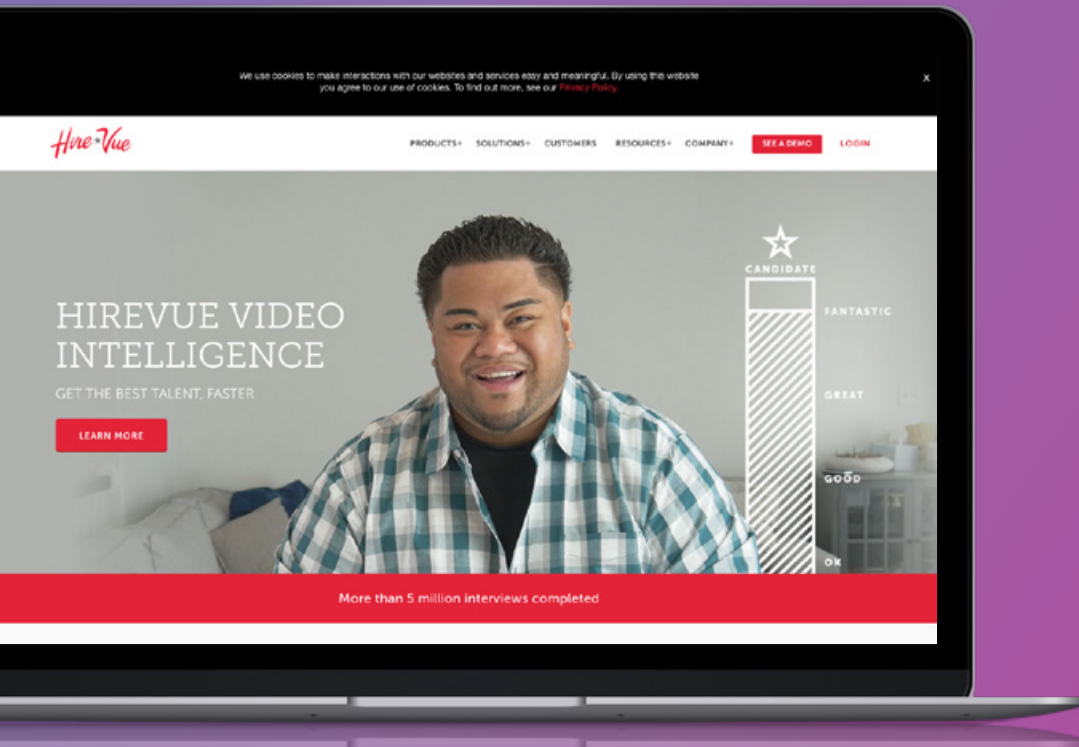
ARTIFICIAL  
INTELLIGENCE



ASSESSMENT



PREDICTIVE  
ANALYTICS



# HireVue

FREE    

- More than simply a video interviewing platform, HireVue has repositioned themselves as a 'video intelligence solution', with solutions for IT assessment and interview scheduling on offer within the solution.
- HireVue combines predictive organisational science with AI to allow companies to augment human decision-making in the hiring process
- Using AI, candidate's video responses are scored against a sophisticated model of most desirable competencies and attributes - providing what HireVue claims is a "validated prediction of job success"

**"AI is in almost all HR Tech this year, but few have incorporated it in their core product as brilliantly as HireVue. Our clients love the seamless candidate experience and assessments. This innovation doesn't come cheap though, that's why HireVue isn't always the first choice for our clients".**

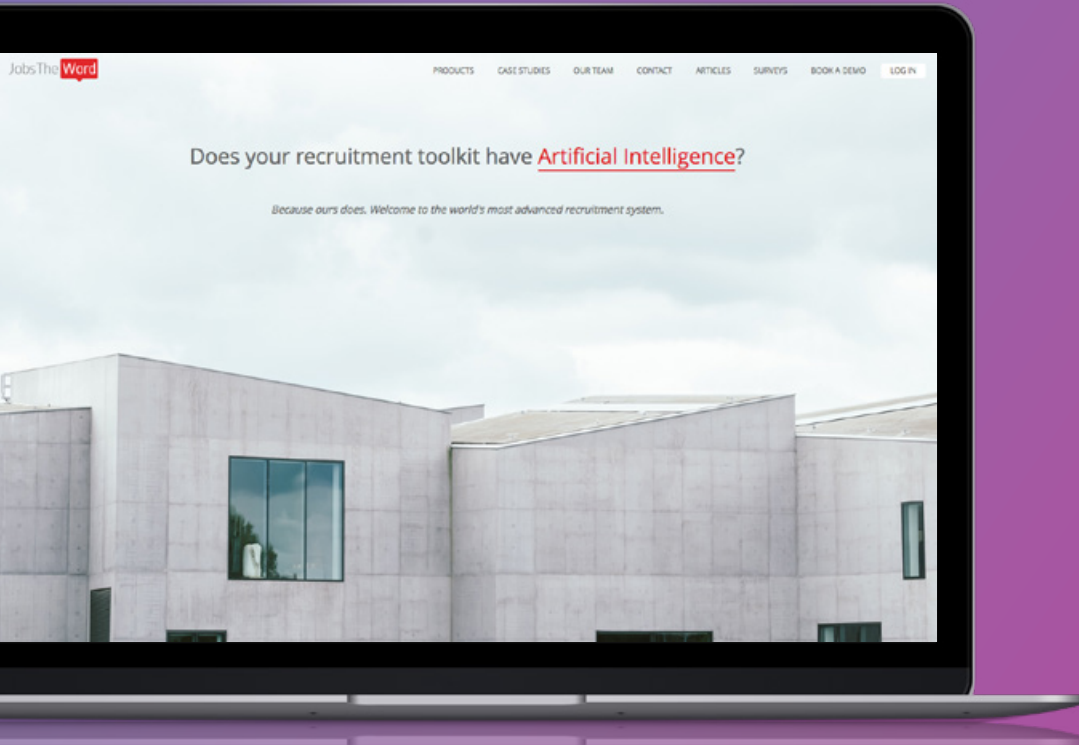
Faye Walshe, Global Head of Innovation

NEW MARKET ENTRANT

MARKET PLAYER

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## JobsTheWord

FREE    

- UK-based JobsTheWord is a talent data and advertising platform that provides one of the only sources of both talent supply and talent demand data
- JobsTheWord has two main products; one is the data and insights platform and the second is the advertising platform which allows highly targeted email campaigns to be sent
- The platform is positioned to support the increasing focus on talent pooling by engaging with talent based on data (e.g. female Developers near London).

“JobsTheWord has been around for years, but it seems to have found its niche in 2017. JobsTheWord has multiple use cases: location strategy, talent pooling, salary benchmarking, diversity data and location marketing. The product resonated with our clients this year, though we hope to see broader geographic coverage.”

Tom Lakin, Innovation Manager

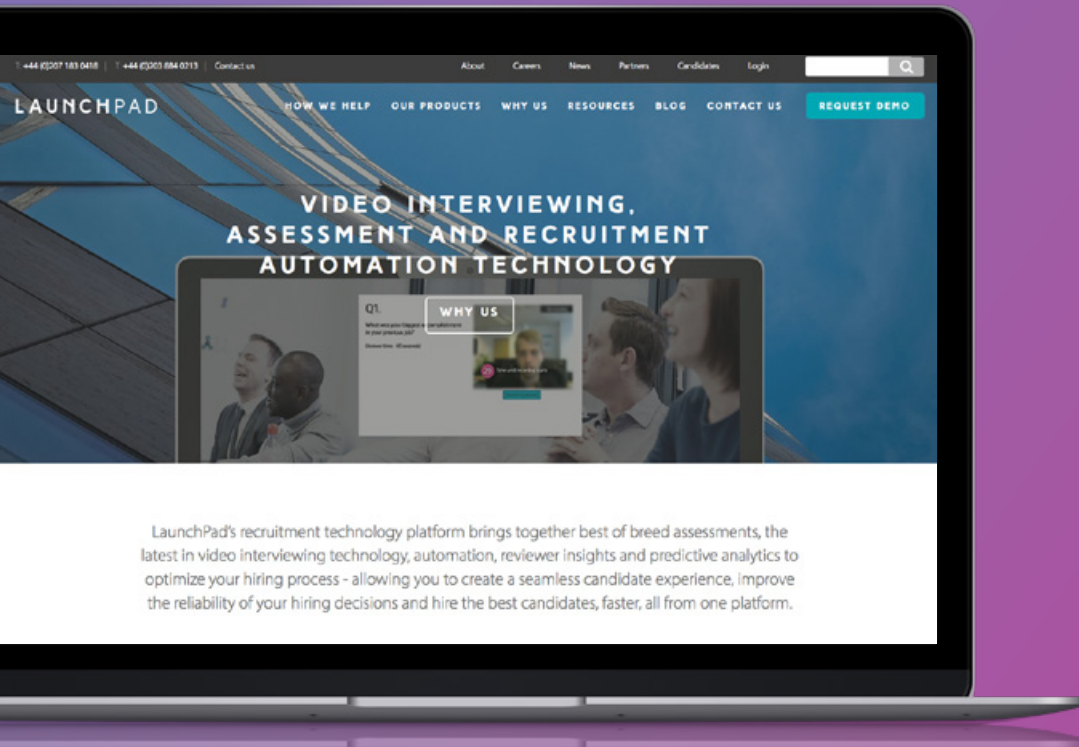
NEW MARKET ENTRANT

MARKET PLAYER

ESTABLISHED







LaunchPad's recruitment technology platform brings together best of breed assessments, the latest in video interviewing technology, automation, reviewer insights and predictive analytics to optimize your hiring process - allowing you to create a seamless candidate experience, improve the reliability of your hiring decisions and hire the best candidates, faster, all from one platform.

## LaunchPad Recruits

FREE    

- LaunchPad is an established video interviewing platform that has evolved considerably since its inception
- LaunchPad has 3rd party assessment and rich data assessment integration that ranks it above its competitors
- LaunchPad's VERIFY™ uses data analytics to provide insights on recruitment processes and reviewer behaviour – it can advise on flagging wrong decisions
- LaunchPad's Predict software can identify high-performing potential candidates by assessing their complexity of language, how they talk (sound) and assessing visually

**“Each main video interviewing platform has its own particular strength, but Launchpad shines when it comes to diversity and meritocratic recruitment. Want to flag overly harsh or generous interviewers? No problem. Want to identify pockets of potential bias? Again, no problem...”**

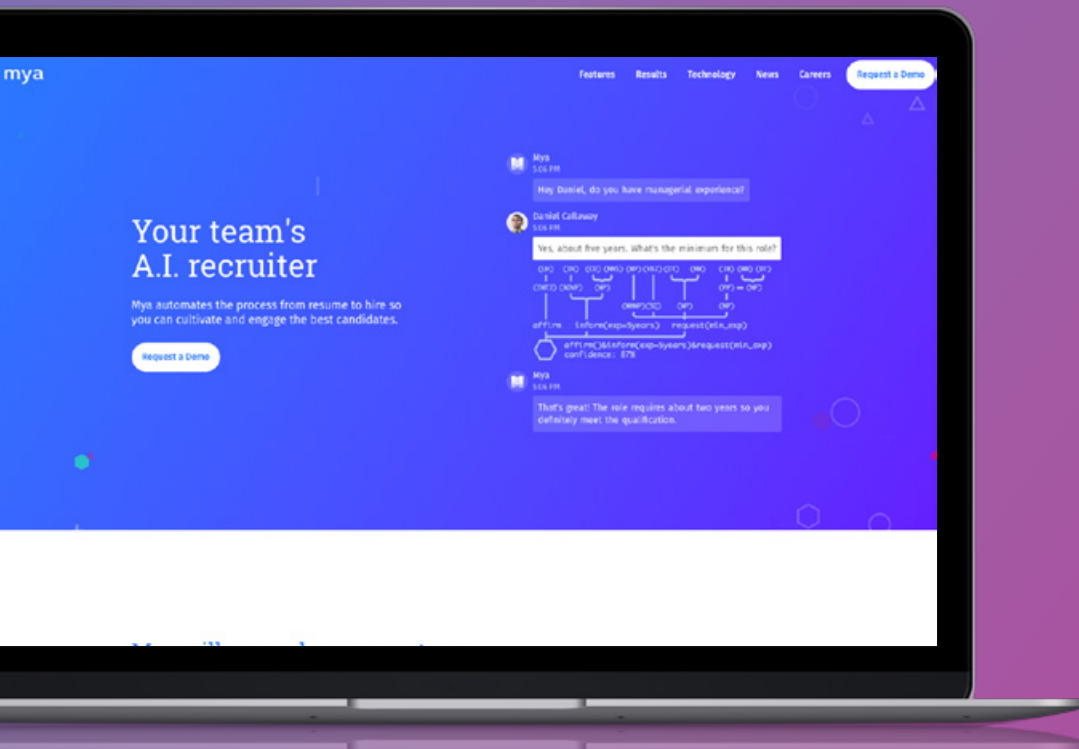
**Tom Lakin, Innovation Manager**

NEW MARKET ENTRANT

MARKET PLAYER

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# Mya

FREE    

- Mya uses AI to automate outreach and communication with candidates
- Using chatbot technology, natural language processing and machine learning, Mya brings automation to sourcing, scheduling, and onboarding
- Mya applies matching algorithms and predictive models to shortlist large applicant pools and can automatically schedule interviews so recruiters can prioritise their time with candidates most likely to succeed
- Mya can greet, chat with and qualify candidates who apply for roles online, as well as keeping existing talent pools warm by refreshing profile contents and attracting best-fit candidates to open roles

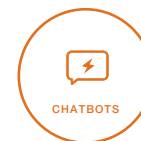
**“Mya is one of the leaders of the AI pack. It’s already signing up blue chip clients and making significant partnerships. Mya feels like a holistic product rather than a hodgepodge of apps which sets it apart from its competitors. However, Mya’s hefty price point and focus on volume recruitment are potential barriers to wider adoption.”**

Faye Walshe, Global Head of Innovation

NEW MARKET ENTRANT

MARKET PLAYER

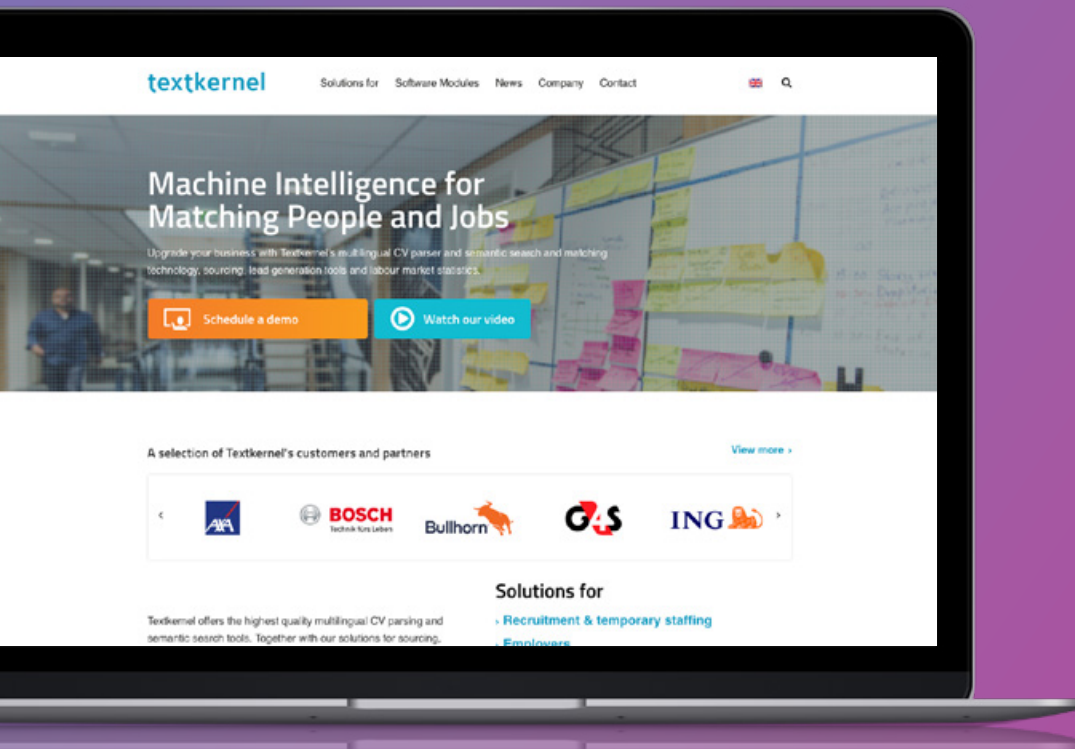
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CHATBOTS



ARTIFICIAL INTELLIGENCE



# Textkernel

FREE 

- Textkernel is a specialist in machine intelligence for matching people and jobs. Its features include multilingual resume parsing, semantic search, sourcing, lead-generation and matching technology
- Textkernel's 'Apply-With' widget can overlay clunky applicant tracking systems to streamline the mobile application process
- The parsing and semantic search functionality provides intelligent, search-engine-like search for ATS's

**“Textkernel may not be the only parsing tech provider but its is probably the most user-friendly. Our recruiters loved the intuitive, clean interface and were impressed by the accuracy and quality of Textkernel’s semantic search results.”**

**Tom Lakin, Innovation Manager**



- NEW MARKET ENTRANT
- MARKET PLAYER
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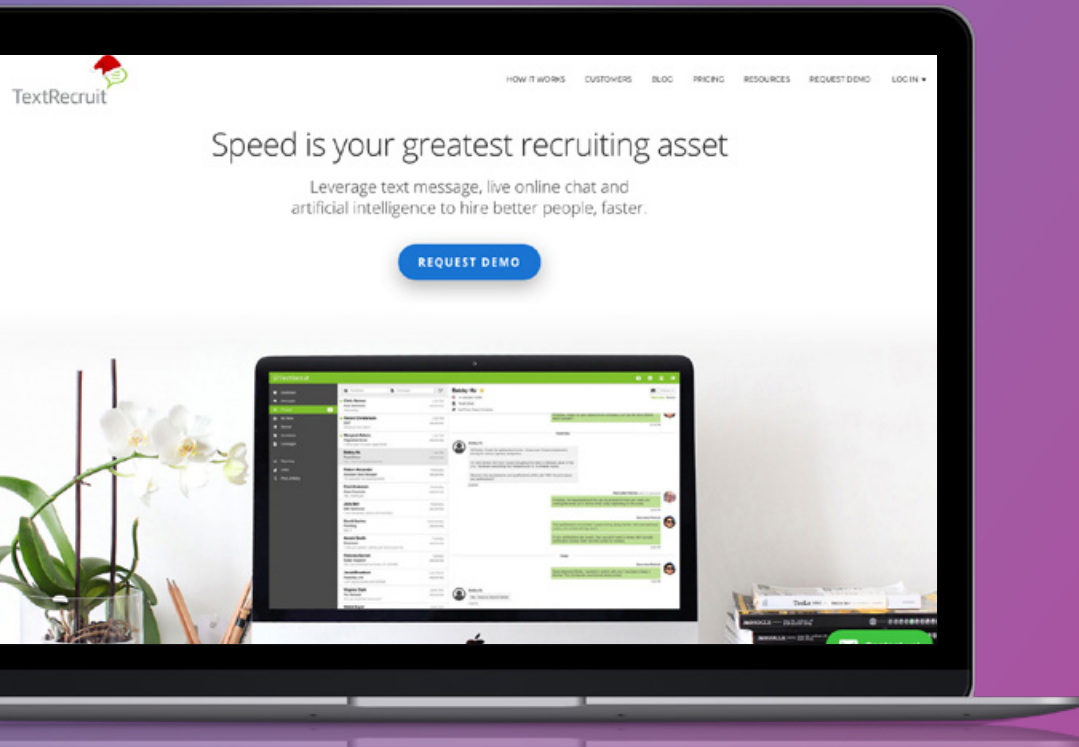
SEARCH



PREDICTIVE ANALYTICS



ARTIFICIAL INTELLIGENCE



## TextRecruit

FREE    

- TextRecruit is a candidate and employee engagement platform that uses text, chat and AI to improve the recruitment process
- TextRecruit merges consumer messaging applications and transforms them into company communication platforms
- It can be used as a stand-alone platform or be integrated to company Applicant Tracking Systems (ATS)

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ARTIFICIAL  
INTELLIGENCE



MOBILE



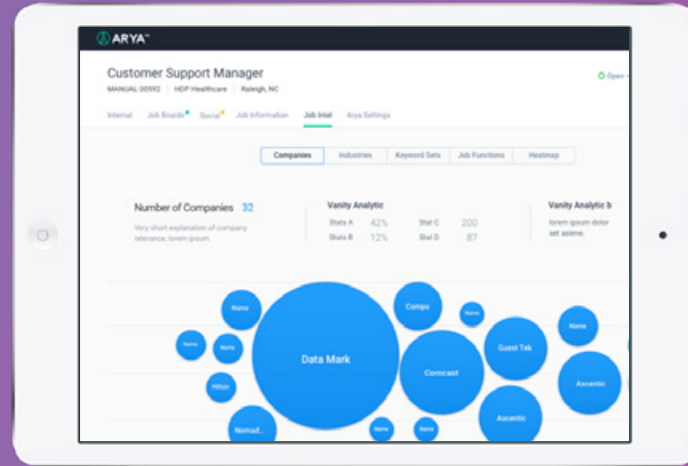
CHAT

In our first four-week trial of Arya for an international banking client, we tested its ability to independently read job specifications and source appropriate talent from the social web and one job board CV database. We raced the machine against our recruiters to measure performance.

## KEY FINDINGS:



- Arya was more successful in sourcing suitable CVs for volume roles (23% accuracy versus 14% for lateral level hires)
- Arya's accuracy started off low and this effected productivity scores –in weeks 1-3, our recruiters sourced more effectively. Due to Arya's average CV accuracy at 17%, our experienced recruiters produce 6 more candidates per hour for their shortlist (suitable candidates)
- In week 4, Arya's shortlist performance closely matched that of our recruiters which is an exciting prospect, giving us a glimpse that results could improve with more time/usage



We will continue testing new AI sourcing tools, and we'll use our learnings here in order to:

- Increase recruiter usage to optimise machine learning of what success looks like
- Intergrate with internal databases to test Arya's ability to match roles for our talent pools
- Integrate with more job boards to test Arya's accuracy across more sourcing channels.
- Extend measures of success and long-term tracking (6+ months) for quality

Watch this space for more news as the trials progress!

## CONNECT WITH US



[linkedin.com/company/resource-solutions](https://www.linkedin.com/company/resource-solutions)



[@RSOutsourcing](https://twitter.com/RSOutsourcing)



[ResourceSolutionsRPO](https://www.youtube.com/ResourceSolutionsRPO)

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Resource Solutions is a provider of Recruitment Process Outsourcing (RPO) and Managed Service Provider (MSP) solutions. We have delivered these solutions to leading organisations since 1997 and manage a recruitment budget of over £2 billion on behalf of our clients. As part of the Robert Walters Group, our business has considerable resources at its disposal. With a truly global footprint across 28 countries, we are able to work in close partnership with organisations and manage everything from global accounts with demanding resourcing strategies to single sites with lower recruitment volumes.