



# Talent Acquisition Business Process Transformation 2023- 2024 RadarView

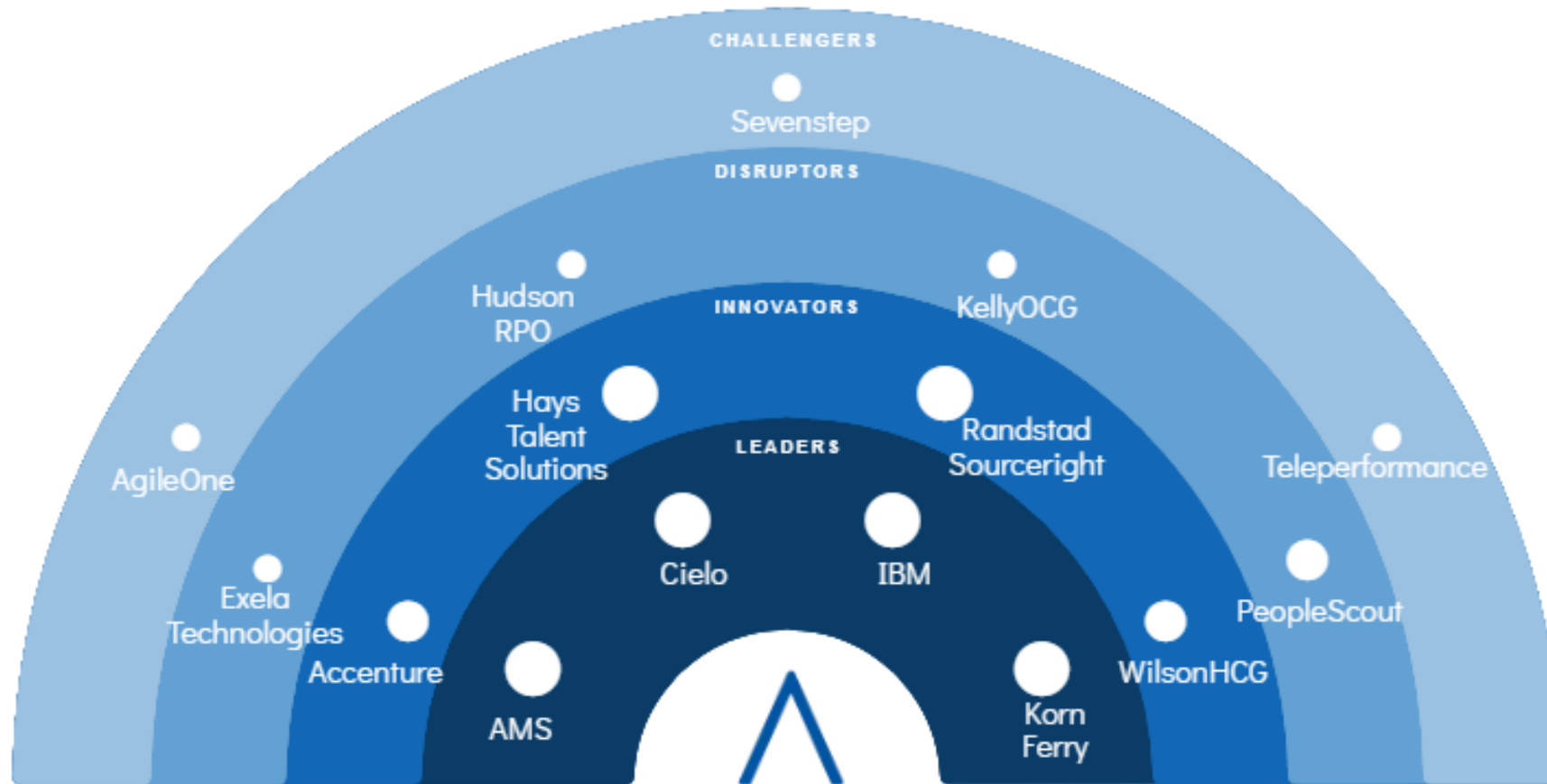
Service provider profile

December 2023



# Avasant recognizes 15 top-tier providers offering talent acquisition services

Practice maturity   



# Exela Technologies: RadarView profile



- Practice maturity ★★★★★
- Domain ecosystem ★★★★★
- Investments and innovation ★★★★★

Has developed multiple in-house solutions across the talent acquisition value chain. Invests in expanding in the European region.

Practice overview		Client case studies		
<ul style="list-style-type: none"> <li>Practice size: 75</li> <li>Active clients: Over 150</li> <li>Delivery highlights: Has eight delivery centers in North America and Asia-Pacific</li> </ul>		<ul style="list-style-type: none"> <li>Helped a drone technology and services company with hiring drone pilots by reaching out to the gaming community through social media. It offered success-based recruitment services and leveraged its Reachout platform to help the client hire in time.</li> <li>Leveraged its ATS solution to source the right candidates for a teeth aligner manufacturer, which was moving its entire technology base from Russia to India amid the socio-economic crisis. Exela's ATS solution combed through social media and job portals to hire the right candidates from India for the client.</li> <li>Helped a financial services company hire 80 sales representatives within a short period by utilizing its ATS solution, Talento. It conducted campus drives and job fairs by leveraging its communication solution, Reachout, which helped it close the hiring process without any delays.</li> </ul>		
<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; padding: 5px; text-align: center;"> <p>&lt;\$50M</p> <p>TA revenue, FY 2023</p> </div> <div style="border: 1px solid gray; padding: 5px; text-align: center;"> <p>15%-20%</p> <p>TA services revenue growth, FY 2023</p> </div> </div>				
Key IP and assets		Key partnerships	Sample clients	Industry coverage
<ul style="list-style-type: none"> <li>Screen 360: A background screening and document storage solution</li> <li>DrySign: An e-signature solution that helps users sign and share documents</li> <li>Assessments: An online platform that evaluates candidate skills</li> <li>Talento: A platform that leverages automation to streamline hiring functions</li> <li>Reachout: An online candidate communication solution</li> </ul>		<p>Talent Acquisition technology partners</p> <p>Cloud and other technology partners</p>	<ul style="list-style-type: none"> <li>A drone technology and services company</li> <li>A global next-generation IT and consulting services firm</li> <li>A teeth aligner manufacturer</li> <li>An American manufacturer of 3D digital scanners</li> <li>A financial services company</li> <li>An Indian IT consulting and outsourcing multinational company</li> <li>An IT services and staffing firm</li> </ul>	<ul style="list-style-type: none"> <li>Banking</li> <li>Financial services</li> <li>Insurance</li> <li>Healthcare &amp; life sciences</li> <li>High-tech</li> <li>Telecom, media &amp; entertainment</li> <li>Retail &amp; CPG</li> <li>Manufacturing</li> <li>Travel &amp; transportation</li> <li>Utilities &amp; resources</li> <li>Nonprofits</li> <li>Government</li> </ul>

Darker color indicates higher industry concentration: ●●●●●

## Analyst insights

### Practice maturity



- Exela has several in-house solutions that address different segments of the talent value chain. For example, it leverages its Talento platform, an applicant tracking system (ATS) that streamlines recruiting via automated processes. For candidate screening, it has the Screen 360 solution that helps with pre-and post-employment screening, is compliant with US federal laws, and can store documents electronically. It also uses Lynx, which is a learning management platform offering internal training modules.
- Exela caters to all kinds of models requested by the client, be it fully remote, in-office, or hybrid. It offers a completely paperless model using its in-house solutions. It incorporates periodic client meetings set to frequencies of monthly, quarterly, and semi-annually, along with annual feedback through surveys to ensure that it meets client needs and fine-tune its overall client strategy.
- Although most of its clients (65%) choose the time and resource-based pricing model, the output/transaction-based model is gaining traction, growing from 15% in March 2022 to 20% in March 2023. Geographically, most of its clients are from Asia-Pacific, with the rest from North America.

### Domain ecosystem



- Exela Technologies follows a product-first approach toward talent acquisition. With this, it has limited partnerships in the talent acquisition domain. Some of its partners include job posting companies such as LinkedIn, Indeed, and Naukri, which has been its partner since 2021. All its employees are adept at using these for candidate sourcing and job posting for Exela's enterprise clients.
- Regarding cloud partnerships, it has partnered with Microsoft Azure for cloud deployment and hosting of its own solutions. It has also been working with Azure OpenAI to develop chatbot proof of concepts for use in talent acquisition.

### Investments and innovation



- Exela plans to invest in acquiring a human capital management company and a third-party staffing organization. It has earmarked \$2-\$3M for the same. It plans to spend up to \$5M to bolster and expand its offerings, out of which a majority of the budget is planned for acquisitions.
- From a geographical standpoint, it is investing in expanding in the European region and onboarding audit partners to handle the GDPR compliance issues. Additionally, it is also investing in utilizing large language model-based technologies in its talent acquisition services and capabilities.
- It is also investing in incorporating generative AI into its existing solutions including DrySign and Digital Mailroom, as well as in its analytics stack and in internal functions such as product development, marketing, and document life cycle management.

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