eBook

AI-Powered Talent Acquisition and Mobility: Speed to Iconic Outcomes

workday™

Table of Contents

Introduction

The term "HR transformation" has never been more important in the world of work. Organisations have been rocked by economic uncertainty, productivity challenges and shifting employee-employer dynamics.

And despite years of initiatives – such as adopting new technologies, upskilling HR professionals and implementing employee experience programmes – the results haven't had any lasting effect. The Bureau of Labor Statistics reports that long-term labour productivity is at its lowest since 1947, and only about 35% of digital and AI-driven transformation initiatives are successfull[1].

The core issue is that much of what is called "HR transformation" has been based around incremental improvements instead of the sweeping shifts needed to meet today's challenges.

Now, with the advancement of AI, HR has a chance to embrace genuine transformation. This technology offers the opportunity to unlock efficiencies in talent acquisition and mobility on a larger scale and new value in ways that were previously unavailable. This is the setup for HR to create a new model that can thrive in a rapidly changing space.

In this eBook, **HiredScore**, a Workday company – experts in delivering AI transformation for HR – shares how AI is empowering companies to stay ahead in talent acquisition and mobility. It highlights the tangible outcomes AI can deliver, along with key strategies for achieving those results.

1. https://explodingtopics.com/blog/digital-transformation-stats#top-dt-stats

The rise of AI in HR

A new vision for HR is emerging where AI is not only helping organisations gain efficiencies but also transforming how HR recruits, engages and retains talent.

So why does that matter now more than ever?

Traditional approaches to recruitment and talent management are falling behind. As competition for skilled employees intensifies, along with rapid technological advancements, changing workforce demographics, a shift towards non-traditional career paths and the need for greater agility and diversity, AI offers a strategic advantage, enabling HR teams to attract, develop and retain top talent more effectively.

By personalising experiences, promoting flexibility and facilitating data-driven decisions, AI not only streamlines processes but also elevates employee engagement and satisfaction.

Embracing AI in HR creates a more future-ready, resilient workforce equipped to thrive in an ever-evolving environment.

The cost of inaction: What happens without AI?

HR teams relying on manual recruiting processes are buried in a sea of work – **applications grew 4x faster than requisitions in 2024**[2]. Time-consuming screening, inefficient and ineffective sourcing, and disconnected systems are becoming a liability in today's competitive job market.

The consequences are clear: slower time-to-hire, missed opportunities to engage with top talent and a greater reliance on external recruiting agencies, which adds to overall hiring costs.

75%
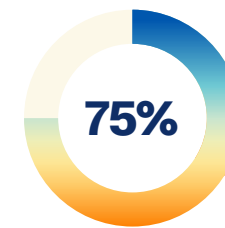
This creates a significant burden for recruiting teams already stretched thin; **75%** of industries report increased turnover among high-potential employees.

Organisations that neglect AI for internal mobility risk losing valuable employees who seek growth and career advancement. When employees can't easily find growth opportunities internally, they may look externally, leading to lower retention rates and missed opportunities to harness internal talent.

Manual processes limit visibility into employee skills and interests, leaving HR and managers without the insights needed to proactively foster career growth. As a result, organisations face higher attrition, increased recruiting costs and disengaged employees.

AI: The solution for HR transformation

AI's potential is widely recognised within HR. Among HR leaders, 89% expect their organisation to gain either moderate (43%) or major (46%) efficiency improvements from using AI and machine learning (ML) tools in their hiring processes.

But to succeed with AI-powered transformation, there needs to be a focus on tangible outcomes. Let's take talent acquisition as an example.

With AI, organisations can significantly augment recruiters' work, such as identification of top-fit leads before a requisition is even posted, instant prioritisation of top candidates, automation of reminders to stakeholders and clear visibility into vital tasks, allowing recruiters to focus on what truly matters: building relationships with candidates, assessing cultural fit and ensuring the right hires are made quickly and effectively.

AI helps organisations respond swiftly to regular changes in hiring needs, such as new roles and shifts in market conditions.

Rather than relying on static, manually created talent pools and pipelines, AI enables dynamic, intelligent matching of talent to opportunities. This adaptive approach automatically adjusts as business needs evolve, ensuring that organisations can quickly align talent with shifting priorities. By leveraging a holistic talent ecosystem, recruiters can strategically utilise the entire talent pool, ensuring the right people are connected to the right roles at the right time.

AI can also empower HR stakeholders to work faster and smarter. Consider the hiring manager: many are new to the roles or hire infrequently, making them unfamiliar with systems and processes. This often leads to slow progress and heavy reliance on recruiters. AI streamlines the process, enabling hiring managers to take charge while involving recruiters at the right moments, resulting in a faster and more satisfying experience for everyone.

By reducing the burden of manual administrative tasks,

augmenting HR and non-HR personas,

analysing large volumes of data

and providing intelligent coaching,

AI empowers organisations (and individuals) to make more informed decisions and deliver better outcomes.

Achieve iconic outcomes with AI innovation

While rethinking how work gets done with AI is a priority, leaders are seeking solutions that deliver tangible outcomes. When approached correctly, AI transformation can revolutionise how teams operate, simplify and enhance workflows, and drive measurable results.

According to **a recent study by BCG**[3], 54% of business leaders expect AI to deliver significant cost savings in 2024, and 89% rank AI and GenAI as a top tech priority – yet only 34% are satisfied with their current progress.

Transformation vs evolution: What's the difference?

"Transformation" and "evolution" are both terms used to describe change in HR but they don't mean the same thing.

> "**Transformation**" is an end-to-end, more dramatic change – an adaptation to a significant shift in the way something works. "**Evolution**" is more incremental – a series of small changes over time.

AI is a transformational technology, but companies are still taking an evolutionary approach. Many companies have already begun experimenting with AI for small-scale improvements, such as using chatbots to answer candidate inquiries or reduce the manual work of candidate sourcing.

While these incremental changes deliver some value, they only address a fraction of the change AI can offer and only deliver that value when being used.

A transformational approach should fundamentally change the way HR operates end-to-end for the better, making it easier and more effective, reducing traditional transformation change management and adoption challenges, integrating into the entire recruitment and talent management lifecycle, and enabling HR teams to achieve unprecedented levels of efficiency and impact.

Iconic outcomes from transformational AI

HR leaders should be focused on the tangible outcomes that AI can deliver for their HR responsibilities. Let's look at the outcomes achieved by teams using our **HiredScore AI for Recruiting and Talent Mobility**:

**54%**
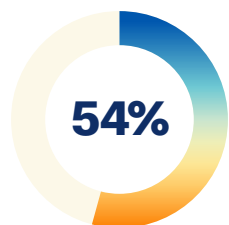
1. Boosting recruiter productivity

Workday research has shown a **54%** increase in capacity through AI-powered, data-driven and streamlined processes and timely coaching. By prioritising candidates and aligning recruiter actions with service-level agreements (SLAs), AI helps recruiters work faster and more effectively, allowing them to focus on strategic activities.

35%
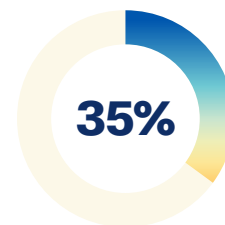
3. Empowering managers

AI can simplify the hiring process for managers, reducing the need to be familiar with complex systems or hiring workflows – especially valuable for those who don't hire frequently. By automating candidate matching and prioritisation, AI streamlines the review process, cutting review time by up to **35%**.

This not only leads to faster hires but also creates a more efficient and satisfying experience for managers, allowing them to make informed decisions without navigating intricate processes or relying heavily on recruiters.

70%
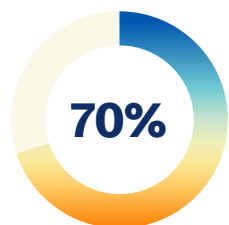
2. Rediscovering talent

Through AI, some organisations have seen upwards of **70%** of their job requisitions matched to candidates already in their applicant tracking systems (ATSs). These candidates convert at higher rates than other external sources. AI's ability to pinpoint and automatically surface top candidates reduces the time it takes to build a strong candidate slate and lowers recruitment costs.

30%
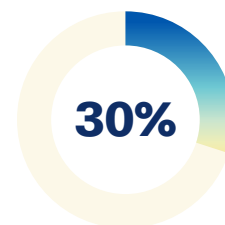
4. Driving internal mobility

AI-powered, personalised job recommendations in existing workflows help employees find growth opportunities within their organisation that they (and their manager) may not even be aware of.

One client experienced a 2.3x increase in likelihood to move internally, with a **30%** rise in internal application rates and 1.4x better-quality candidates from internal sources compared to external applicants.

By seamlessly linking recruiter productivity, talent rediscovery, manager empowerment and internal mobility, AI creates a synergistic and transformational impact. Each element supports and amplifies the others, eliminating silos and enabling a more strategic, context-driven approach to talent management.

Key strategies for successful AI in HR

So, how do you unlock transformation in talent acquisition that drives meaningful outcomes? What does effective AI transformation look like? While leaders expect significant benefits from AI, many are unsure about where to start – or they may have experimented with AI without seeing real results.

Achieving true transformation through AI requires more than simply adopting new technology. It demands a strategic approach that considers data, defines transformation goals and ensures responsible execution.

Embracing AI in HR creates a more future-ready, resilient workforce equipped to thrive in an ever-evolving environment.

Strategy 1: Connected, contextual data

AI's effectiveness depends on the availability, quality and integration of data. Siloed systems limit AI's potential, while an integrated tech stack enhances optimisation and ROI.

Workday excels here, offering a unified HR and finance platform that processes over 800 billion transactions annually from 70 million users, all in a consistent data model. Beyond data, embedding business context into AI unlocks deeper transformation, using insights from 72 million monthly process events. **HiredScore's AI** also understands your business goals and seamlessly connects processes, data and stakeholders to achieve them smarter and faster. Together, this means better decision-making and highly personalised experiences.

Strategy 2: Clearly defined use cases

The next foundational piece is grasping the various AI use cases. **Workday Illuminate™** is the vision for the next generation of AI, lighting the path forward for forward thinkers. It applies AI in three key ways that, when used simultaneously, continuously enhance return on investment (ROI).

1. Accelerate

This pillar of AI focuses on enhancing specific tasks, enabling workers to do their existing work more efficiently through capabilities such as automation or content creation and summarisation.

Gen AI is the most common use case here today. This includes generating instant content for job descriptions, constructing messages to candidates, creating knowledge articles, writing contracts and more.

Another example is using AI for insights and automation, such as anomaly detection in applications or hiring systems, auto-filling and document scanning. Each of these use cases illustrate how time is saved using AI capabilities, allowing capacity for more strategic work.

Let's zoom in on one use case to show Accelerate in action.

- **Use case:** Generating meaningful job descriptions in job requisitions and job profiles.
- **Benefits for you:** Standardisation of job details, enablement of time savings in recruiting processes.
- **Challenge it solves:** Limited time available to write job descriptions for all job profiles.
- **Opportunity:** Use AI to craft more meaningful job descriptions based on public and proprietary data.

2. Assist

Here, AI serves as a co-pilot, providing real-time support to employees and reducing distractions to help them focus on what matters most. This can be in the form of chatbots that employees can interact conversationally with to quickly find information and context, and streamline tasks intuitively.

An example of a use case in action is below. How can we make HR systems easier to use, ensure faster task completion and enhance overall user experience?

- **Use case:** Utilising Workday Assistant to quickly find information, complete tasks, explain HR terms and resolve errors for top-service items.

- **Benefits for you:** Faster task completion, reduced errors, optimised employee adoption of new functionalities, quicker onboarding.

- **Challenge it solves:** Difficulty in navigating HR systems, slow task completion and errors due to human misunderstandings.

- **Opportunity:** Streamline interactions with HR systems, boost user confidence and automate complex tasks, making it easier for employees to adapt and engage.

3. Transform

At the heart of **HiredScore** is the concept of transformation, where AI-driven orchestration powers complex, end-to-end processes to achieve exceptional outcomes.

HiredScore's Recruiting and Talent Mobility Solutions understand your organisation's unique goals and seamlessly integrate systems, processes, data and stakeholders to achieve them with greater speed and precision. Acting as an "air-traffic controller" for talent acquisition and mobility, AI prioritises tasks, reduces time-consuming manual activities and ensures that the right individuals are engaged at the right time.

- **Use case:** Talent orchestration to automate and streamline end-to-end hiring processes.

- **Benefits for you:** Faster time-to-hire, improved collaboration across stakeholders, boosting internal mobility, raising candidate quality and increasing satisfaction for recruiters, managers and candidates alike.

- **Challenge it solves:** Disconnected processes and inefficiencies in managing recruitment manually across systems, data sources and stakeholders.

- **Opportunity:** Leverage AI-powered talent orchestration to align teams with hiring needs, automate repetitive tasks and improve coordination, resulting in an elevated hiring experience.

By integrating these streamlined and intelligent workflows into existing systems, HiredScore empowers teams – regardless of their experience level – to focus on high-priority work, collaborate efficiently and stay aligned with strategic business objectives. This situational awareness allows talent orchestration to dynamically adjust to fluctuating hiring needs, whether that means tackling talent scarcity or managing high-volume periods.

With this agile approach, organisations can leap forwards in their talent acquisition and mobility goals, achieving faster time-to-hire, boosting internal mobility, raising candidate quality and increasing satisfaction for recruiters, managers and candidates alike.

Strategy 3:
Responsible AI implementation and execution

Implementing responsible AI is a crucial strategy for transforming human capital management, talent acquisition and talent mobility. As AI becomes central to HR operations, organisations must prioritise transparency, fairness and ethical considerations to build trust among employees, managers and candidates.

However, achieving this goes beyond merely deploying AI tools. Successful AI implementation requires an investment of time and resources to understand an organisation's nuances. It's not "set and forget", as every organisation has unique workflows, cultural values and business priorities. A robust implementation strategy must adapt AI models to fit these intricacies effectively.

To ensure responsible AI, it's essential to prioritise transparency in decision-making and provide insights into factors influencing recommendations. Addressing concerns such as bias in hiring is vital to maintaining trust. This process involves rigorous training and validation to make AI models explainable and auditable, giving HR teams confidence in the results.

This up-front work is crucial for aligning AI models with business goals and ensuring consistency in outcomes. A thoughtful AI implementation can better predict and respond to specific needs, making sure AI complements human expertise rather than replacing it.

HiredScore AI is developed responsibly by design. It provides transparent, explainable insights into talent recommendations to ensure that users understand the rationale behind their decisions, thereby building trust and adoption.

By investing in this groundwork, organisations can launch AI that is both technically effective and ethically responsible, paving the way for more informed, transparent and fair talent.

Transformation in action with AI-powered HR

Now that we understand the foundations of successful AI transformation, let's explore what a transformed recruiting experience looks like with AI-powered talent orchestration.

Streamlined sourcing and enhanced employee engagement

Imagine this: You post a job, and instead of having to wait days or weeks for quality candidates, you immediately receive highly qualified leads from your existing talent databases. AI-powered talent rediscovery takes over manual work, understanding your job requirements alongside candidate experience and interests and automatically surfacing the most relevant candidates from your ATS, past applicants, CRM leads and current employees.

Traditionally, companies only hire 1% to 2% of applicants, leaving behind great candidates who go unseen. With orchestration, you can tap into this often-overlooked pool.

This change accelerates your sourcing process, making it faster, more efficient and less costly, and ensuring you connect with top talent. It also keeps past applicants engaged, as AI ensures relevant job opportunities are shared with them, fulfilling the promise of follow-ups.

In addition, AI automatically delivers job opportunities to your employees right where they work – be it through email or Microsoft Teams. It matches opportunities to their experience and internal mobility policies, taking the guesswork out of the process. A streamlined application process ensures your employees can apply and move forwards quickly.

Streamlined, intelligent and fair candidate screening

Let's say you open your applicant pool and are met with hundreds of CVs. Instead of manually sifting through each one, AI-powered grading steps in, quickly prioritising candidates based on their fit. Smart candidate profiles standardise evaluations and offer clear insights into qualifications, allowing you to make swift and confident decisions.

This transparency helps you ensure that the best candidates progress through the hiring process without unnecessary delays.

Streamlined collaboration

As a hiring manager, you receive an alert via Teams: a candidate is awaiting review. An automated channel between you and your recruiter keeps everyone updated with task lists and candidate progress for timely collaboration. AI guides you through each key moment in the recruitment cycle, from initial intake meetings to final interviews, ensuring everyone stays aligned and informed.

Your interviewers are also in the loop, receiving notifications for upcoming interviews and reminders to submit feedback, complete with resources to help them prepare. Meanwhile, as a recruiter, you get AI-driven notifications via email or Teams, helping you prioritise critical tasks, meet SLAs and maintain a positive experience for candidates.

This orchestration of processes becomes the lifeblood of your recruiting team, continuously adapting to your organisation's needs. By freeing up recruiter capacity and improving both the efficiency and quality of your hiring process, AI-powered orchestration ensures your organisation is ready for whatever the future holds.

HiredScore's recruiting and talent mobility solutions

The difference between incremental, hard-to-measure AI application and AI transformation is clear, substantial outcomes. This approach ensures that AI investments directly support the organisation's objectives, delivering a measurable ROI.

As an industry leader in responsible AI for HR, HiredScore has empowered some of the largest and most complex organisations for over a decade, delivering iconic outcomes through our AI-powered talent orchestration solutions. We've seen first-hand how orchestrating for outcomes drives real value in recruiting and talent mobility, such as:

These improvements have led to faster time to hire, increased internal mobility, higher-quality candidates and greater overall satisfaction, providing organisations with the agility to meet evolving business demands.

HiredScore's transformative shifts in these areas have been battle-tested by global Fortune 500 companies, ensuring global compliance and unbiased results while staying at the forefront of innovation. Our AI-first approach is built on a foundation of data privacy and protection, making us a trusted partner in navigating the challenges ahead.
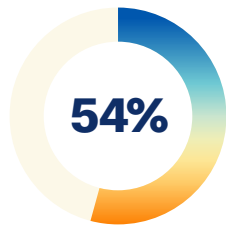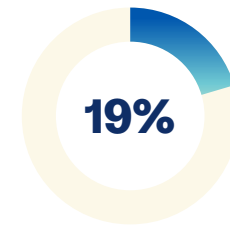
54%
increase in recruiter capacity
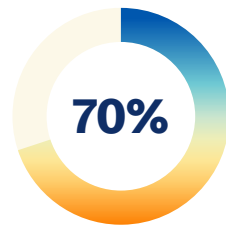
70%
coverage of requisitions with existing talent pools
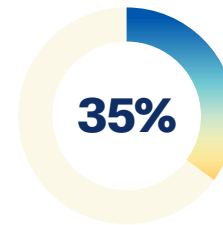
35%
decrease in manager review time

19%
increase in internal candidates hired or in hiring process

Ready to truly transform your HR organisation with HiredScore AI?

Let's talk

Our solutions: Workday HiredScore AI for Recruiting and Talent Mobility

Our responsible AI solutions enable you to achieve your transformation goals regardless of your starting point.

HiredScore AI for Recruiting

With our recruiting solution, you can transform your hiring process into a faster, more efficient and fairer system. By integrating seamlessly with Workday, our AI helps recruiters focus on what matters most – engaging with top talent. Key benefits include:

- **Candidate prioritisation:** AI-driven analysis grades and prioritises candidates, helping recruiters focus on the best matches for open roles quickly and fairly.

- **Rediscovery of existing talent:** Instantly find and re-engage highly qualified candidates from your existing pools, reducing time-to-fill and costs.

- **Seamless workflow integration:** Priority tasks are delivered directly through Teams or email, making it easier for both recruiters and hiring managers to stay aligned and meet SLAs.

- **Diversity insights and bias auditing:** Real-time diversity insights are seamlessly integrated into recruiter processes to proactively drive inclusive hiring. Matching is only based on consented data and requirements in the job description.

This solution enables recruiters to save time on administrative tasks and empowers recruiters and hiring managers with data-driven insights for smarter decision-making, resulting in a recruitment process that is transparent, efficient and aligned with your strategic goals.

HiredScore AI for Talent Mobility

With our talent mobility solution, you can remove friction for your workforce while improving retention and engagement. By leveraging Workday HiredScore AI for Talent Mobility, you can make internal opportunities more accessible to your employees. Key features include:

- **Personalised job recommendations:** AI delivers job alerts directly through platforms such as Teams and email, allowing employees to discover growth opportunities without navigating additional systems.

- **Manager insights for career coaching:** Managers gain access to tailored job matches for their team members, enabling more effective mentorship and career discussions.

- **Internal mobility dashboards:** Track engagement and progress with real-time data, helping HR leaders identify trends and opportunities to advance internal mobility goals.

- **Data enrichment:** AI-driven notifications encourage employees to update incomplete or outdated profile information to further tailor their job recommendations.

This solution enables a seamless, data-driven approach to internal mobility, helping organisations retain talent, build a culture of growth and make the most of their existing workforce.

Real-world transformations

HiredScore AI, deeply integrated with Workday, has already provided organisations with exponential value that helps run their business more efficiently and effectively.

"

HiredScore features enabled our recruiters to revisit our existing candidate database, something that was previously unfeasible due to time constraints. This led to the recruitment of approximately 655 qualified nurses within the first year post-launch, representing AdventHealth's most critical role and constituting 35% of our job requisitions.

– Tom Nesteruk
Senior Vice President HR/Associate Chief People Officer, AdventHealth

How AdventHealth uses AI to fill roles at record speed

AdventHealth is a non-profit healthcare system based in Altamonte Springs, Florida, operating more than 50 hospitals across 9 states and serving over 7.8 million patients annually.

AdventHealth

Challenge:

Facing a national shortage of healthcare professionals, including a projected shortfall of 78,610 full-time registered nurses (RNs) by 2025, AdventHealth needed to quickly fill critical roles to maintain its commitment to holistic care. Despite having a large database of past applicants, the organisation struggled to efficiently identify and re-engage qualified candidates within their talent ecosystem.

Solution:

AdventHealth implemented Fetch, HiredScore's AI-powered tool that rediscovered and reengaged likely-to-apply past applicants. This tool allowed recruiters to:

- Analyse past applicant data for each new role
- Rediscover highly qualified candidates, including those who had previously applied or interviewed
- Improve the candidate experience by delivering personalised re-engagement opportunities

Results:

$68 m reduction in agency spending
HiredScore played a pivotal role in reducing agency spend, along with other contributing factors.

100% increase in job requisitions closed
AdventHealth recruiters have doubled the number of job requisitions they were able to close in a 90-day period.

1,032 hires in critical healthcare roles
Hires have included roles in nursing, patient care, radiology, surgery and more.

77% of nursing requisitions filled with past applicants
4+ Fetch leads were identified on average for each nursing requisition.

50% improved offer rates
Fetch leads were 1.5x more likely to receive job offers than candidates sourced otherwise.

How a global real estate and investment firm used HiredScore AI to increase internal job applications by 30%

A Fortune 500 global leader in commercial real estate and investment management sought to create a more engaged, agile workforce by improving internal mobility through AI.

Challenge:

A recent **Gartner® survey**[4] found that over the past year, only 33% of candidates considered internal job roles within their organisation before looking externally. It's often easier for employees to find jobs outside of their current company due to challenges they face within their organisation, including:

- Lack of awareness about new roles and relevant career paths
- Poor internal candidate experience
- Complex and political process for moving to new roles

Solution:

The company implemented HiredScore AI for Talent Mobility with Workday, delivering tailored job recommendations directly via email. This made it easier for employees to discover relevant opportunities without navigating complex systems.

The AI assessed employee eligibility and timing, considering factors like experience, interests, company mobility policies and the requisition stage. This approach ensured employees were notified early about relevant roles, creating a smooth and positive candidate experience.

Results:

30% increase in internal application rates
Fetch leads were 1.5x more likely to receive job offers than candidates sourced otherwise.

1.4x better quality candidates
who meet or exceed required qualifications compared to the company's external applicant pool (as graded by our AI).

19% increase in internal employees hired or currently in process
after receiving tailored job recommendations vs those who opted in for recommendations but were not contacted due to a lack of relevant matches.

2.3x increase in likelihood to move internally
with HiredScore tailored recommendations, demonstrating that our AI effectively matched employees with suitable roles.

5% improvement in employee retention
for those who applied to recommended jobs vs those who did not apply.

4. https://www.gartner.com/en/newsroom/2022-01-26-gartner-recommends-organizations-confront-three-internal-labor-market-inequities-to-retain-talent

Pharmaceuticals / Manufacturing

How a leading pharmaceutical company used HiredScore to empower hiring managers with AI

An American multinational pharmaceutical and biotechnology corporation sought to accelerate its hiring process and alleviate the burden on its 6,000 hiring managers, aiming to support its mission of transforming patient lives.

Challenge:

With over 25% of its business involved in hiring, most managers hire fewer than 2 people annually, creating a wide range of recruiting experience and capacity.

Challenges included:

- Overwhelming process requirements for managers
- Frustration with HR systems and distractions from core responsibilities
- Delays in communication with candidates, resulting in slower time-to-fill

Solution:

The company implemented Workday HiredScore AI for Recruiting, integrating AI-driven hiring processes directly into managers' existing workflows. Key features included:

1 **Simple, guided hiring processes in existing workflows:** AI-driven notifications in Microsoft Teams offer clear visibility into requisition status and next steps, prompting timely actions from hiring managers and removing the "track and chase" from recruiters.

2 **Seamless Talent Acquisition <> Hiring Manager collaboration:** A shared Microsoft Teams channel and recruiter req summaries foster efficient and timely communication between recruiters and managers.

3 **High-velocity candidate progression:** The HiredScore Hiring Manager Dashboard further streamlines the process by simplifying crucial steps such as slate review and candidate feedback. A unified view of each candidate enriched with AI insights and standardised feedback forms enables efficient and confident candidate decisions. This centralised workflow streamlines candidate progression and significantly enhances the overall hiring experience.

Results:

31% reduction in time-to-offer for those who applied to recommended jobs vs those who did not apply.

64% reduction in time-in-hiring manager review with HiredScore's Hiring Manager Dashboard.

52% reduction in time-to-interview with HiredScore's Hiring Manager Dashboard.

Ready to truly transform your HR organisation with HiredScore AI?

Let's talk

20250124-hiredscore-ebook-ENNS

workday™