amberjack

G-Cloud Document

Service Definition Detail



Contents

Table of Contents

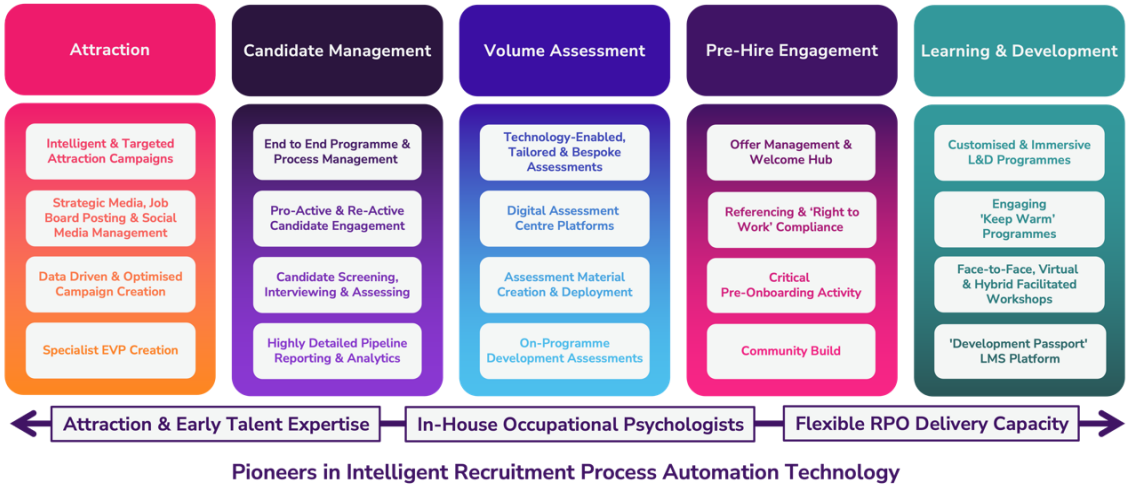
About Amberjack Global Limited 3
Scope of Services 4
Approach 5
Assets and Tools 6
Pricing 7
Contacts 7

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About Amberjack Global Limited

Amberjack Global Limited is a global management consulting, technology services and outsourcing company that specialises in the Early Careers and Volume Hiring market. We are one of the UK's leading recruitment automation platforms, offering end-to-end technology solutions from targeted attraction campaigns, through screening technology, assessment, and assessment centre platforms all the way to offer management and onboarding.

We operate globally, serving clients in over 60 countries, with solutions in five core areas, as depicted below:



Pioneers in Intelligent Recruitment Process Automation Technology

We've spent the last twenty years designing and building proprietary recruitment and assessment tools and systems to help clients meet their objectives. We've managed over 500 of the world's most high profile and complex volume recruitment campaigns, making us the leading recruitment experts for early careers recruitment and volume hires.

- Attraction technology to optimise talent pipelines and save cost and time in candidate management.
- A volume specific ATS designed for high volume campaign-based screening and selection, all bespoke branded for your company/division.
- Fully bespoke psychometric assessment platform, offering brand enhancing and fully immersive candidate experiences.
- Integrations to capture pre onboarding and community platforms to help engage future employees prior to starting with your business.
- Tailored Early Talent L&D programmes to help settle and embed your new employees within your business.

ABP Awards 2023 - Best Customised Assessment with Virgin Atlantic

FIRM Awards 2023 - Best Candidate Experience with Virgin Atlantic

Recruiter Awards 2023 - Best Emerging Talent Strategy with Atkins

ISE Awards - Best Emerging Talent Strategy with Morrisons

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Scope of Services

Overview

This document describes Amberjack's Cloud Services and should be read in conjunction with the associated Government Cloud Services documentation.

Amberjack's in-depth industry knowledge combined with our extensive implementation experience for the delivery of enterprise cloud computing solutions ensure that you benefit from all the skills and experience you need for a successful SaaS implementation. Amberjack technology has led the intake-based volume recruitment industry for almost twenty years and is field proven in the most regulated businesses and sectors in the world.

Amberjack provides Cloud Services, which include:

- Candidate Management Platform
- Online Psychometric Assessment Module
- Video Interview Module
- Digital Assessment Centre Module

Strategy: We can help you define a transition strategy to Amberjack services. This can include, but is not limited to, development of business cases that elicits the benefits of using our technology, Total Cost of Ownership (TCO) analysis, development of strategic roadmaps that spell out the initiatives needed to close the gaps between the current state and end state definition.

Implementation: We provide the resources to help you, configure, set-up our technologies in the context of your existing application environment and business landscape. This includes support for data migration from existing CRM, recruiting, onboarding or learning applications (if applicable). Our implementation services are easily accessible. You can use implementation on a standalone basis or as part of larger enterprise transformation or technology integration projects or initiatives.

Governance and Operating Model Definition: In partnership with you we'll support process development and definition for you to maximise your investment in Amberjack cloud solutions. This will ensure that all governance, controls and roles are established and defined to support a successful implementation and ensure usage is optimised. Your named Client Partner will be your main point of contact and provide regular reporting against SLAs, details on any systems changes (feature improvements etc), and carry out regular service reviews to ensure the ongoing success of your partnership with us. Whilst your Client Partner will be your main point of contact, you will also have full access to our support desk via email, online ticketing platform, or phone Monday to Friday 9am-5.30pm (UK time). The SLAs agreed in the contractual terms will guide on response times, however these will be between 2 hours and 1 day, depending on the severity of the fault.

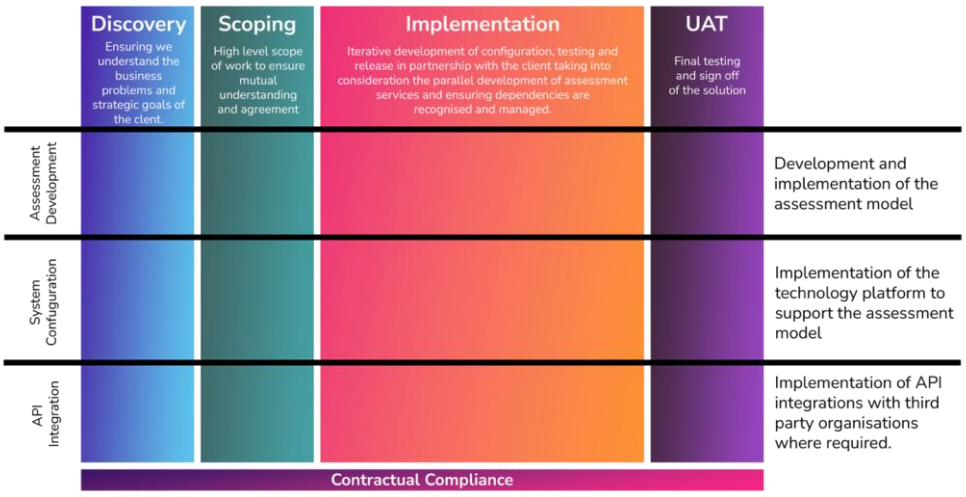
Data and Security: All platforms are ISO27001 compliant and meet with all GDPR regulations. Data is owned by the client and is fully accessible and exportable. We have full business continuity plans in place to include data backup and storage in 2 separate locations, mitigating data loss should something happen in one location. Data retention periods can be agreed on an individual basis, but our standard period is 6-12 months. At the completion of the contract all data can be exported and transferred to the client as part of the final system close-down procedure.

Amberjack is leading the SaaS volume and intake-based recruitment space. Trusted by the largest professional service firms and the biggest brands in the world, Amberjack technology is proven in the most regulated sectors through seamless integration with leading assessment providers and enterprise technology. With multiple complex global rollouts completed successfully and many large rollouts for a mixture of single country and multi-country clients, Amberjack offers the ideal combination of local coverage and global scope having managed over 500 of the world's most high profile and complex volume recruitment campaigns in over 60 countries.

Approach

Amberjack can provide any of our cloud services individually or in combination with the Candidate Management Platform. We work consultatively to discover our client's objectives and business problems that need solving and scope out a configuration design and implementation plan that meets these objectives. At all stages we collaborate with clients to ensure we maintain pace and direction.

Amberjack's cloud services are highly configurable and pluggable, resulting in a system that looks and feels unique for each client and their respective candidates. This level of flexibility demands a well-structured implementation model that creates and maintains absolute clarity throughout the implementation period. However, adjustments to scope are welcomed, through a flexible but rigorous change management process so that the end result is right first time and provides maximum value and impact.



This level of controlled pace and flexibility demands expert people. We have a team of highly skilled engineers, assessment designers, client partners and project managers who are available to manage every stage and help with everything from making key design decisions around process flow to branding and assessment benchmarking.

Assets and Tools

Given the high level of configurability, knowing where to start can be difficult. So Amberjack has a number of baseline configurations that clients can use as a starting point to build up a feature rich experience for their candidates.

All our products are designed using secure development principles and by default are penetration tested annually to ensure we maintain high standards of security. In addition, all our products are hosted in high availability, high performing data centres that can scale as usage demand increases. Maintenance releases are designed to minimise downtime and changes are planned outside of peak usage hours. At all times we have the candidate and client experience front and centre of our minds.

Candidate Management Platform

- Uniquely built for volume, campaign and intake-based recruitment.
- Features include customisation, automation, bulk processing, blind screening, interactive account areas, In-built personalised automated feedback, Net Promoter Scores (NPS).
- Full reporting functionality – report on all data captured across multiple pipelines at once.
- Fully integrated with our other technologies to provide a full end-to-end technology solution.
- Seamless integration with leading assessment providers and enterprise technology.
- Offer management and pre-onboarding functionality.
- Inherent flexibility supports any type of recruitment process.
- Employer branded environment.

Digital Assessment Centre Module

- Digital Assessment Technology
- Comprehensive management of Assessment or Development Centres
- Fully personalised to your brand and any assessment exercises.
- In-built video conferencing software to support fully virtual events.
- A secure platform that captures all assessment data across multiple locations.
- Final stage scoring data is captured in a single location for wash-ups.

- Candidates use tablets or laptops to access personalised schedules and task instructions. Complete exercises, send and share information digitally.
- Assessors have interactive experience with access to scoring guidelines, recording scores and comments digitally.
- Facilitators start exercises, interact with individuals or groups and monitor candidate status in real time.
- Automatically allocates resources to exercises and room locations.
- Fully schedules an entire Assessment Centre – all configured to your exact needs.

Video Interview Module

- Video assessment platform - flexible, and intuitive.
- Integrates seamlessly with your recruitment process and existing HR tech
- Pre-recorded/on demand interviews - no scheduling required.
- Custom scoring and tagging.
- Compatible with iOS and Android devices
- Adapts to suit global needs with multi-language and time-zone functionality.

Online Assessment Module

- Immersive digital assessment platform
- Flexibly hosts a wide range of automated assessment tests
    - Off-the-shelf Assessment for Potential
    - Traditional text-based assessments - aptitude, cognition, judgement and personality
    - Blended assessments - cutting-edge immersive video Situational Judgement Tests (SJTs) and interactive Match-Me tools
- Assessments can be delivered as individual tests or blended together to form a single video-immersive assessment stage in a variety of media.
- Seamlessly integrates with existing recruitment process
- Additional features include In-built personalised automated feedback and Net Promoter Scores (NPS).

Pricing

Please refer to the associated Pricing Document relevant for this Service.

Contacts

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