G-Cloud Document
(Submission detail)

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1. Scope of our 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:

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 illicit 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.

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 450 of the world's most high profile and complex volume recruitment campaigns in over 60 countries.

2. Approach

Amberjack can provide any of our cloud services individually or in combination with the Ambertrack Applicant Tracking System. 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.

	Discovery Ensuring we understand the business problems and strategic goals of the client.	Scoping High level scope of work to ensure mutual understanding and agreement	Implementation Iterative development of configuration, testing and release in partnership with the client taking into consideration the parallel development of assessment services and ensuring dependencies are recognised and managed.	UAT Final testing and sign off of the solution.	amberjack
Assessment Development					Development and implementation of the assessment model.
System Configuration					Implementation of the technology platform to support the assessment model.
API Integration					Implementation of API integrations with third party organisations where required.
	Contractual Compliance				

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.

3. 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.

Ambertrack

- Enterprise Applicant Tracking System (ATS)
- Features include customisation, automation, bulk processing, blind screening, real-time reporting, self-service booking, interactive account areas, In-built personalised automated feedback, Net Promoter Scores (NPS).
- Offer management and integrations.
- Seamless integration with leading assessment providers and enterprise technology.
- Inherent flexibility allows Ambertrack to support any type of recruitment process.
- Employer branded environment

Impact

- Paperless Assessment Technology
- Comprehensive management of Assessment or Development Centres
- Fully personalised to your brand and any assessment exercises.
- A secure platform that captures all assessment data across multiple locations.
- Remote assessment.
- 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.

Amberchat

- Moderated group chat functionality
- Branded and interactive environment.

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- Hosts conversations and real-time discussions
- Sharing immersive content
- Mobile enabled
- Creation of chat transcripts

Talentsee
- 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 Talentsee
- Adapts to suit global needs with multi-language and time-zone functionality.

Leap
- Immersive digital assessment platform
- Flexibly hosts a wide range of automated assessment tests
  - 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).

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

5. Contacts
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Telephone: ++44 1635 203427

6. About Amberjack Global Ltd.
Amberjack Global is a global management consulting, technology services and outsourcing company, servicing clients in over 60 countries. We have 6 core solutions with 34 products.

We've spent the last fifteen years improving recruitment tools and systems to help clients meet their objectives. We've managed over 450 of the world's most high profile and complex volume recruitment campaigns, making us the leading recruitment experts for Future Talent recruitment and volume hires.

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Effective, Efficient, Engaging

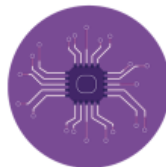Recruiting strategy and design

Intelligent attraction

Selection
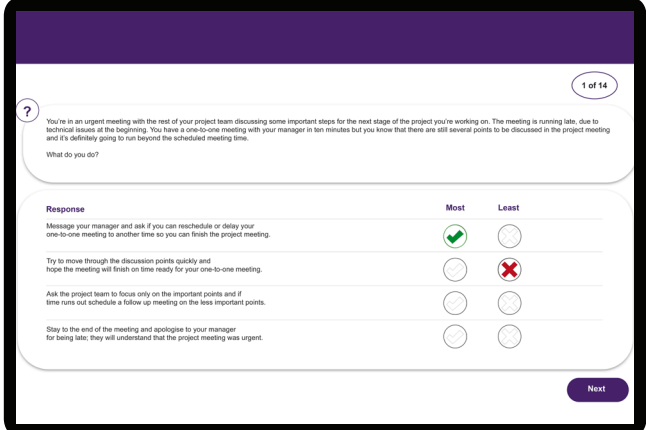
Recruitment process outsourcing

Immersive technology

Candidate engagement /digital onboarding

Global industry experts, applying intelligent insights

At Amberjack we've long been setting the standards in future talent and intake-based volume recruitment. We build the innovative tech that delivers the ultimate candidate experience and drives outstanding results for our clients. Transforming recruitment today. From tech driven intelligent attraction to RPO and bespoke assessment and selection tools, we work as an extension to your team. As a passionate strategic partner, we're focused on optimising ROI by building efficient, effective and engaging solutions that fit you. We are the quality behind the quantity. We do what's right for our clients and their candidates. We don't know any other way. www.weareamberjack.com

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Leap
Leading edge assessment platform

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Immersive candidate assessment

Leap is an immersive digital assessment platform that makes assessment and selection more efficient, effective and engaging than ever before. It combines the latest innovative tech with robust insights-based assessment and selection tests that deliver the quality talent you need. Leap flexibly hosts a wide range of automated assessment tests. From traditional text-based assessments of aptitude, cognition, judgement and personality to blended assessments, cutting-edge immersive video Situational Judgement Tests (SJTs) and interactive Match-Me tools that engage candidates more effectively.

> **"Leap delivers a branded experience that's fully immersive to efficiently assess the talent we need."**
>
> Recruitment Manager, Financial Services Firm

Make better hiring decisions. Faster.

Trusted by the largest professional service firms and the biggest brands in the world, Leap delivers a world-class candidate experience that not only improves quality of hire but drives retention. Assessments can be delivered as individual tests or blended together to form a single video-immersive assessment stage in a variety of media.

Behavioural assessments identify the potential to succeed in role and sift out candidates who are not suitable by presenting realistic job previews.

Traditional cognitive assessments reveal reasoning, logic, numeracy, job specific competencies and ability to accurately predict potential for success.

Blended assessment measures multiple qualities from a candidate, including behavioural, cognitive and ability areas. Regardless of the approach selected, all assessments seamlessly integrate with your existing recruitment process to help you make better hiring decisions, faster.

Unrivalled candidate experience
Harness the potential in your selection process.

leap

As an immersive platform Leap is born to deliver the world class consumer experience that candidates demand today. Responsive design means that an optimal experience is guaranteed across all devices for all tests. In-built personalised automated feedback helps meet the instant demand of feedback hungry candidates by explaining what they did well and where they can improve. Also, by measuring the experience of candidates with Net Promoter Scores (NPS) engagement is benchmarked as a process of continual improvement. Leap not only empowers your employer brand but better supports our candidates at every step of their journey.

At Amberjack we've long been setting the standards in future talent and intake-based volume recruitment. Our advanced systems and intelligent solutions are designed to deliver the ultimate candidate experience. From intelligent attraction to RPO and bespoke assessment and selection tools, we'll work as an extension to your team. Building a solution that fits you. We're a passionate strategic partner, focused on not only optimising ROI, but creating tools and processes that will deliver results. We are the quality behind the quantity. We do what's right for our clients and their candidates. We don't know any other way. **www.weareamberjack.com**