Global Staffing Front and Middle Software Landscape 2025 Update

Artificial Intelligence in Front Office Solutions

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SIA

STAFFING INDUSTRY ANALYSTS

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Since 2022 Kevin has been the Technology Research Director at Staffing Industry Analysts, where his primary focus lies in the technology ecosystem of staffing companies. His extensive reports cover the global market for software utilized across front, middle, and back-office operations within the staffing sector. Additionally, he crafts best practice guides on various tech-centric subjects. Kevin collaborates predominantly with vendors to compile comprehensive insights into their offerings, while also conducting briefings for staffing firms seeking to enhance or overhaul segments of their technology setup.

Kevin O’Neill is an experienced Head of Information Technology with over 30 years' experience in the staffing Industry in senior IT roles. Kevin worked for Randstad Australasia as Chief Information Officer before taking a role with Randstad Global IT as Head of Delivery for the APAC region focusing on the group’s cloud migration programme. Previously he worked as IT Director for Vedior which had a number of individual staffing brands in the APAC region prior to its acquisition by Randstad.

Knowledgeable regarding the full staffing company tech stack, he has managed the development of front and back-office software applications by inhouse teams both offshore and onshore as well as deployed vendor provided software in the front office. He has managed all aspects of information technology in the industry including infrastructure, networks, project management in IT, cloud migrations, helpdesk, strategy, planning and budgeting as well as the management of vendors and suppliers.

A strong operational leader with a Masters degree in IT Management.

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How to use this Information

This information can be used by staffing company executives and stakeholders, as well as information technology and procurement professionals in the staffing industry to:

- Provide definitions and context for the use of artifical intelligence in both Front and Middle office solutions
- Identify how vendors in the Front/Middle office space are planning to adopt and incorporate artificial intelligence into their products
- Gain a picture of the potential impact of artificial intelligence overall on talent, clients, recruiters and administration staff who may interact with Front and Middle office solutions in staffing firms as part of sales and service delivery.

This report provides information on developments with regards to artificial intelligence (AI) as it applies to Front and Middle Office Solutions

Staffing firms intending to adopt more AI capability, include automation and self-service functionality in their interactions with clients and talent or who are looking to upgrade their Front office technology can consult this report to help inform their decisions.

This specific report provides a snapshot of responses specifically on the impact of AI and other emerging technology in Front and Middle office solutions that formed part of a larger SIA survey, received from vendors on staffing software in general.

The main report in this series has detailed information on the products and on key trends and important related topics such as integration and cybersecurity.

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Research Methodology

The data and analysis in this report are taken from:

- An initial review of vendors' websites to categorize their products, obtain any available details of the modules contained in their software and review their functionality.
- In-scope vendors were invited to complete a detailed survey covering the functionality of their product, security and data standards, system architecture, pricing, implementation as well as an outline of their product roadmap and innovation. They were also asked about the current and planned use of AI in their products as well as their views on how AI may impact their software in the medium term. The survey was sent out in April/May 2025.
- A total of 44 vendors provided data on 49 products in the 2021 -2025 period to qualify for inclusion in the main and detailed parts of this report. Participants were not obliged to complete all the survey; vendor participation levels are reflected in the various graphs, charts, and comments.
- Vendors were also requested to provide a product demonstration to showcase the look and feel of their product, key functionality and any new, unique, or innovative features that they are bringing to the market. These demos provided an introductory, high-level overview of each product.
- All survey information is self-reported by the vendors with some validation performed by Staffing Industry Analysts (SIA) during the product demonstrations.
- Data from other SIA reports on staffing platforms and AI is included to provide surrounding context and definitions for this report.
- Benchmark data is a survey completed by a staffing company on an internally developed Front Office system and used for comparison purposes.

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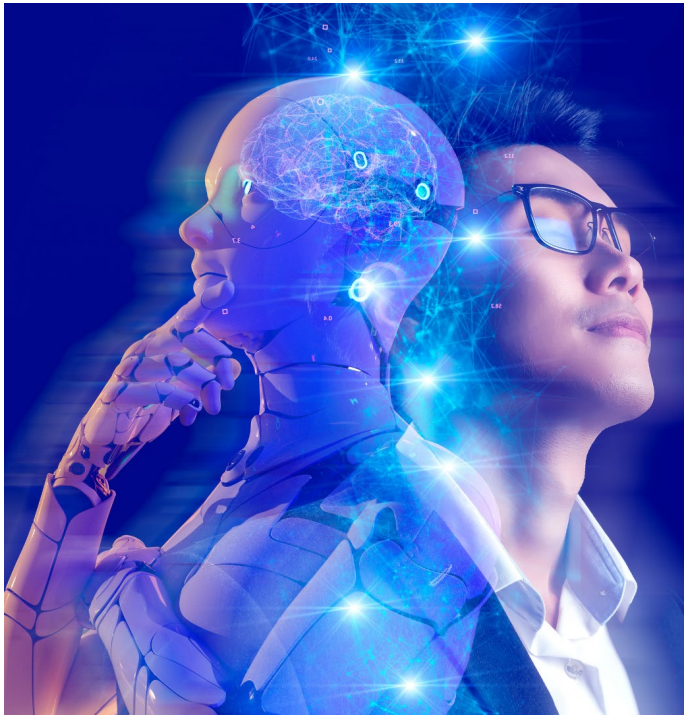
Executive Summary and Key Findings

This report provides a detailed analysis of how artificial intelligence (AI), particularly generative AI, is reshaping front and middle office systems within the staffing industry. Drawing on vendor submissions, industry research, and technology benchmarks, it highlights current adoption trends, use case maturity, and projected impact over the next 1–5 years.

- **AI Integration Is Widespread but Uneven**
  While many vendors are embedding AI features into their platforms, the depth and sophistication of these implementations vary significantly. Most innovations are concentrated in front office applications such as candidate matching, communication automation, and recruiter productivity enhancements.
- **Generative AI Poised to Redefine Workflows**
  Generative AI is seen as a catalyst for redefining recruiter workflows, enabling auto-generated job ads, email responses, summaries, and chat-based interactions. Vendors anticipate this will elevate user experience, reduce recruiter workload, and enhance personalization.
- **Middle Office Use Cases Emerging**
  Adoption in the Middle Office lags behind, though use cases are beginning to mature in areas like automated compliance checks, intelligent scheduling, and workforce engagement analytics. Vendors project growth in real-time analytics and AI-driven decision support.
- **Strategic Differentiation Through AI**
  Leading vendors are using AI as a competitive differentiator, embedding intelligent automation into their platforms to drive recruiter efficiency, client responsiveness, and candidate satisfaction. Platform-level AI capabilities are being increasingly emphasized over point solutions.



- **Implementation Challenges Remain**
  Integration complexity, data quality and AI explainability are key barriers. Successful deployments hinge on a firm's ability to manage structured and unstructured data and align AI outputs with operational workflows.

Responses from vendors point directly to a **market in transition**. While some vendors are embedding mature AI features, others are still articulating conceptual roadmaps.

Staffing firms are encouraged to align AI with business strategy**.** Initially, put the most focus on use cases that improve recruiter and candidate experience, automate repetitive tasks, and support strategic goals. Getting started and experimenting with AI, particularly using the functionality brought by current vendors, is becoming, if not already, a strategic necessity.

When looking to upgrade or replace their existing tech stack staffing firms need to evaluate vendor maturity by assessing vendors on their current AI capabilities, roadmap commitment, and approach to ethical AI usage.

Preparation for managing the change and disruption that will be caused by implementing AI is also recommended. Staffing firm executives can work proactively to establish frameworks to support AI implementation, including training, data readiness, and stakeholder communication.

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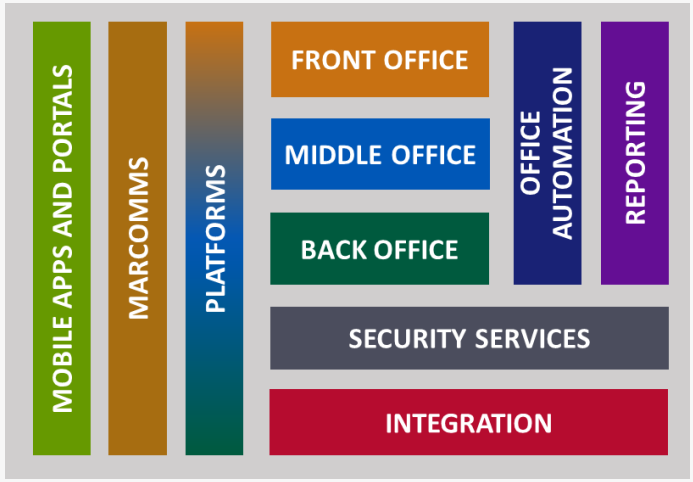
Background Information: Review of the Staffing Company Tech Stack

Business processes unique to the staffing industry were typically organized into three main categories: Front, Middle and Back Office supported by enabling processes. In reality, the tech stack now extends into a number of other areas as staffing companies seek to engage more closely with candidates, workers and clients.

The modern staffing firm will also tap into a broader ecosystem of applications and point solutions which will additionally comprise:

- A reporting solution
- Office automation, messaging and communication services
- Integration services for web-based transactional and information services including the company Content Management System (CMS) for company website and e-enablement
- Many staffing firms are now layering staffing platforms on top of the core stack, perhaps created through staffing platforms as a service (SPaaS) solution.
- Marketing automation, particularly as it applies to candidate attraction and engagement, is now a key part of the staffing companies' toolkit.
- Candidate and client-facing portals and apps are now an essential component rounding out staffing companies' arsenal of core applications.
- Security services

Core categories of the staffing company tech stack

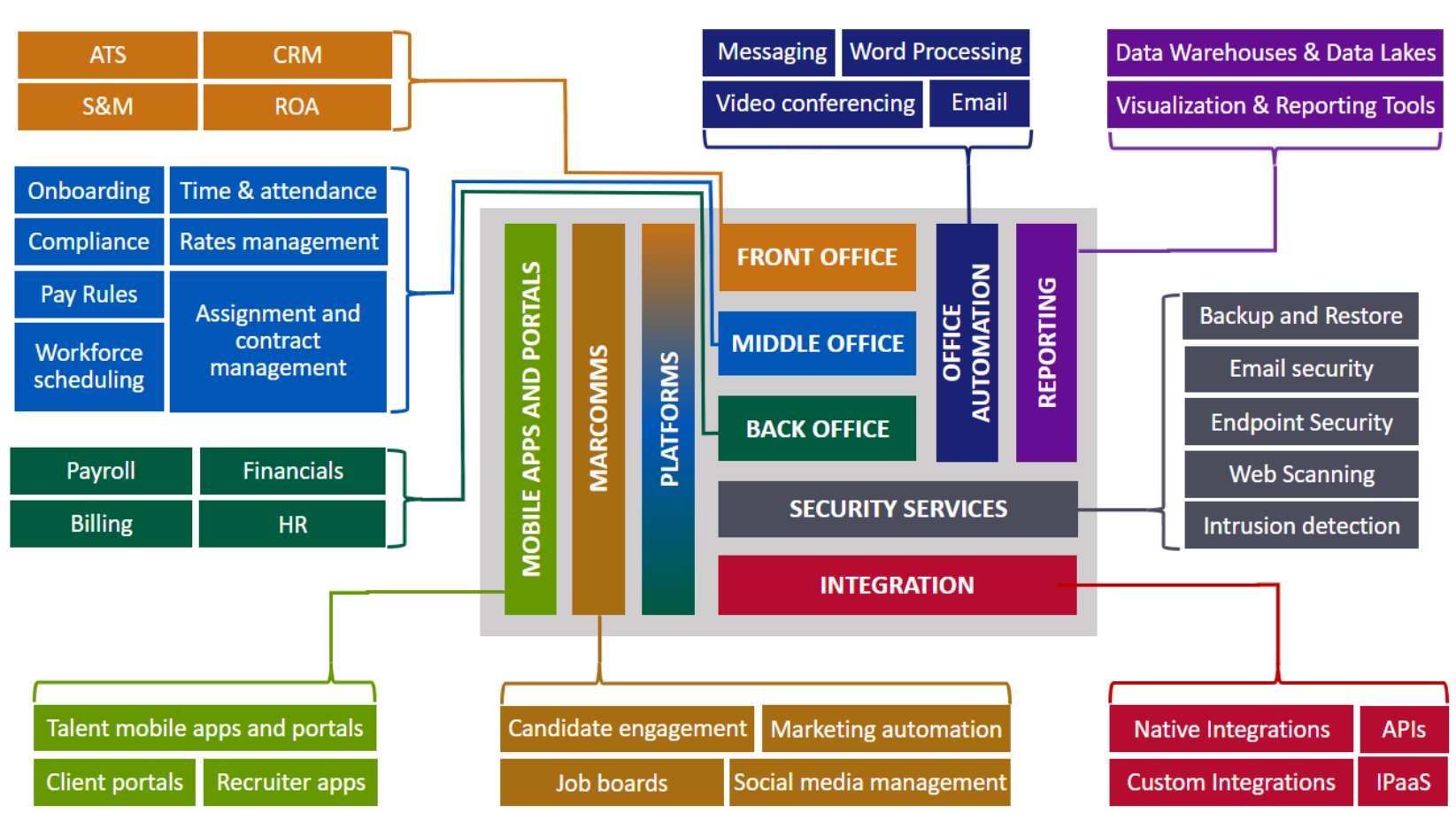


New application services are always emerging and particularly relevant at this time are those enabled with Artificial Intelligence and Machine Learning (AI/ML) such as application services built on these services offered by Microsoft, Google, IBM and others. Some of these applications will eventually enhance and maybe even replace parts of the traditional tech stack. These applications are now almost certain to be Software-as-a-Service (SaaS) based.

For further information on the full tech stack, see SIA's report The Staffing Company Tech Stack 2023 Update.

The typical front office system used by a staffing company comprises a large feature set and many layers of functionality that the consultant interacts with on a day-to-day basis.

The front office typically consists of a customer relationship management module (CRM), a candidate management system or applicant tracking system (ATS) and a requisition order assignment module (ROA). Search and Match (S&M) is also a key component. In addition, workforce management as well as time and attendance collection are often the responsibility of the front office. The diagram below breaks out the key components of a contemporary tech stack and shows one perspective of how they can be categorized.



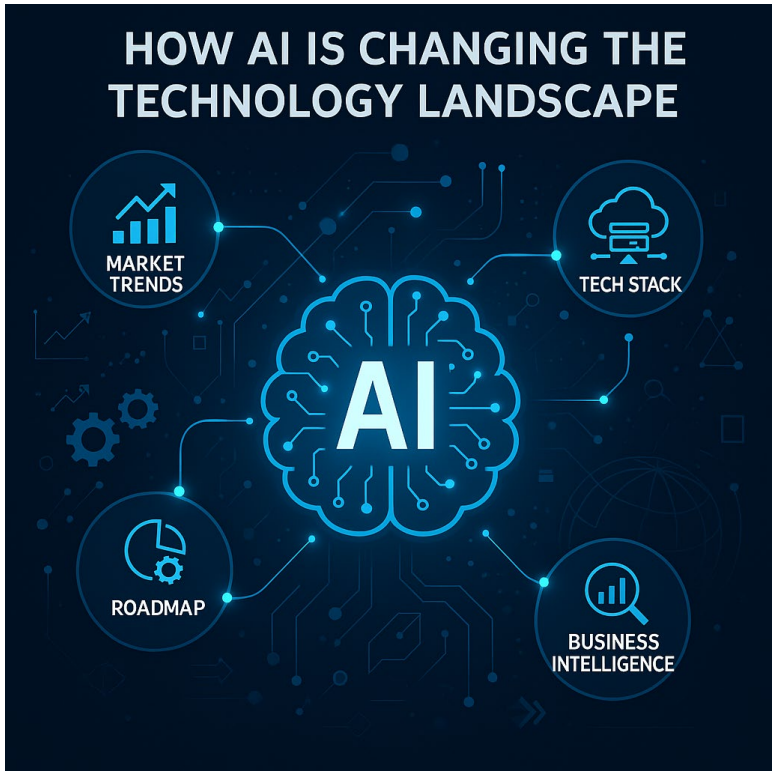
AI Now Influencing this Landscape

The key point of interest for many in the industry is how emerging technology can be applied to the tech stack of staffing companies in the near and medium term. When looking at the impact of emerging technology on the staffing firm tech stack, branches of AI such as machine learning have been incorporated into solutions for a number of years but the pace is accelerating.

More recently, the focus has been on the promise of Generative AI and Agentic AI to improve efficiency and reduce the number of manual tasks. Vendors supplying the staffing company tech stack have certainly been looking at deploying AI tools embedded within their solutions for some time with the Front office, a frequent beneficiary of this new technology.

As an overview, AI refers to a field of computer science that designs machines advanced enough to perform tasks that, in the past, required human intelligence to achieve.

AI systems are relatively straightforward and simple to understand. They use structures inspired by the neurons in human brains to process information. Inputs stimulate these digital neurons (or nodes) to produce an output and pass signals to other nodes in the network. This architecture allows AI to process and learn from vast amounts of data, recognize patterns, and make decisions. Well-trained AI requires intensive computer processing power to achieve meaningful outputs.



Artificial intelligence comprises several subfields and each subfield has its unique working procedures, training and decision-making. Different subfields are relevant for different products, including some in combination. While there are different ways to categorize AI, SIA uses five subcategories: machine learning, natural language processing (NLP), deep learning, Generative AI and the newest category, Agentic AI.

These are covered in some depth in SIAs recent reports including AI Use Cases for Staffing Firms

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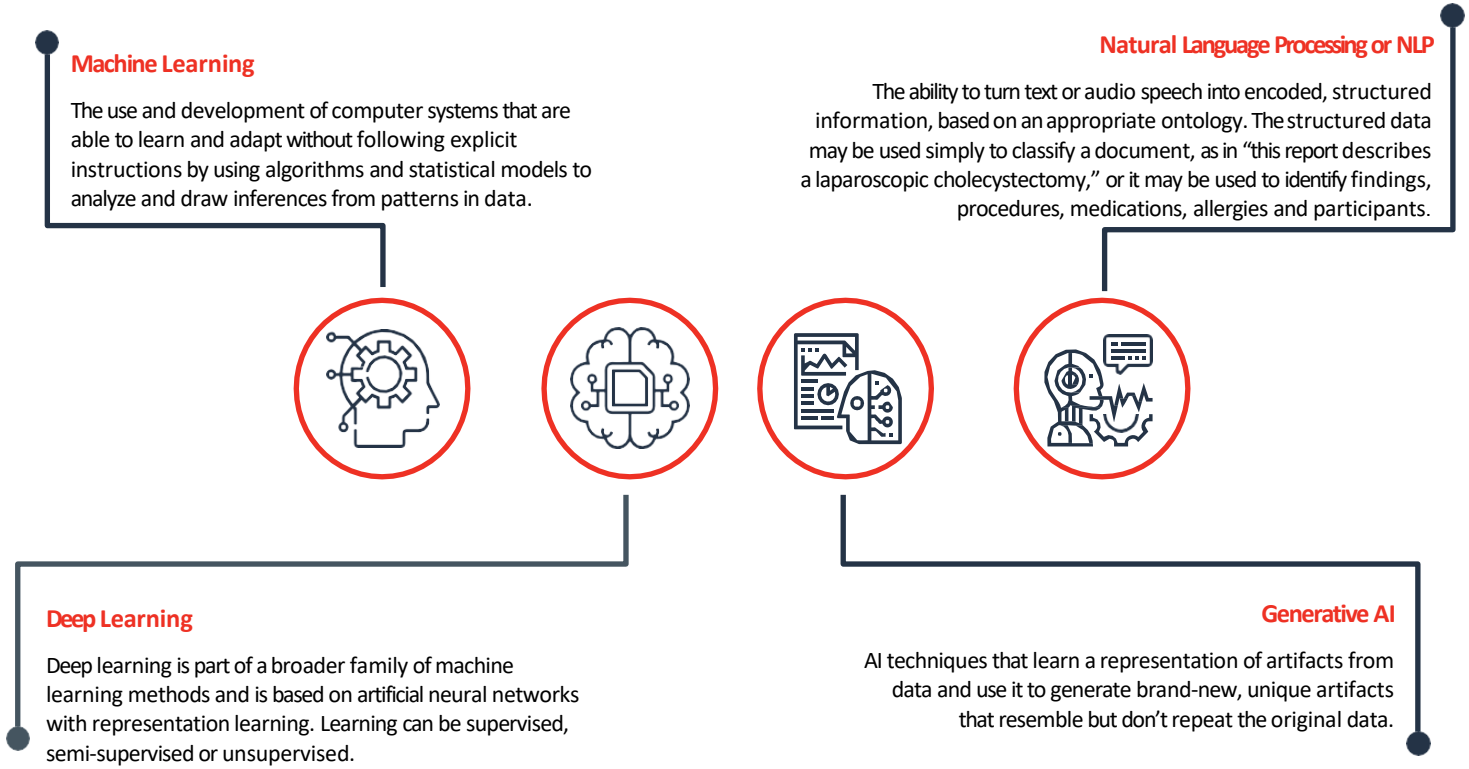
The graphic below gives definitions of the various branches of AI for reference.

Branches of AI Defined



The Rise of AI Agents

As outlined by SIAs recent report AI Use Cases for Staffing Firms, agentic AI exploded onto the scene in 2025. Previously, a term that only AI geeks were familiar with, it became the latest buzzword and even eclipsed the general public's interest in generative AI. All of a sudden, most software seemed to be comprised of AI agents giving the suspicion that many products were actually 'agentic-ish' and lacking in true autonomy.

Agentic AI is a type of artificial intelligence that can perform tasks with minimal human intervention. Agentic AI systems are designed to be goal-oriented and can take autonomous actions to achieve those goals by learning and adapting based on new information.

Traditional AI operates primarily on specific algorithms using largely structured data and set rules. It is designed to perform well-defined tasks and cannot deviate away from its given instructions or learn from new experiences. On the other hand, Agentic AI processes data and makes decisions, learning from interactions and taking proactive steps to anticipate needs and suggesting actions.

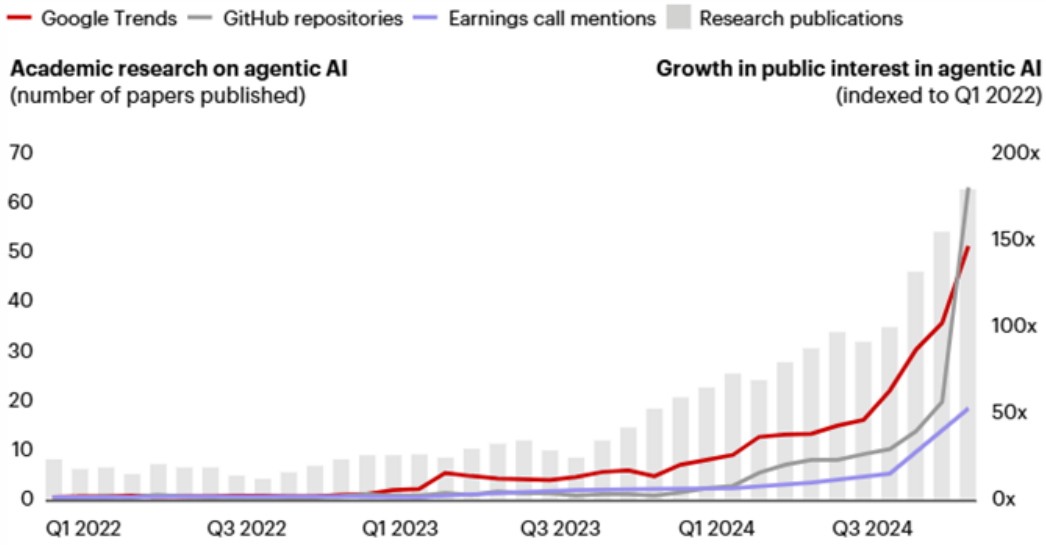
Agentic AI actually encompasses five different types, each with distinct capabilities:

Simple Reflex Agents react to immediate perceptions and perform predefined actions based on current inputs, lacking memory or learning capabilities.

Model-Based Reflex Agents maintain an internal model of the world, allowing them to track aspects not immediately perceptible and make decisions based on this model.

Goal-Based Agents are designed to achieve specific goals, analyzing possible actions to reach a desired outcome.

Interest in Agentic AI since 2022



Source: Google Trends, GitHub, CB Insights, and arXiv

Utility-Based Agents aim to maximize a utility function, making decisions based on the expected value of different actions.

Learning Agents can improve their performance over time by interacting with their environment and learning from experiences.

In the staffing industry, AI agents may interact with one another to autonomously source candidates, screen resumes, schedule interviews, perform interviews, and report on them to enhance hiring efficiency and reduce time-to-fill. In short, agentic AI holds out the promise that AI can do better and be deployed in a wider range of use-cases than had been previously considered.

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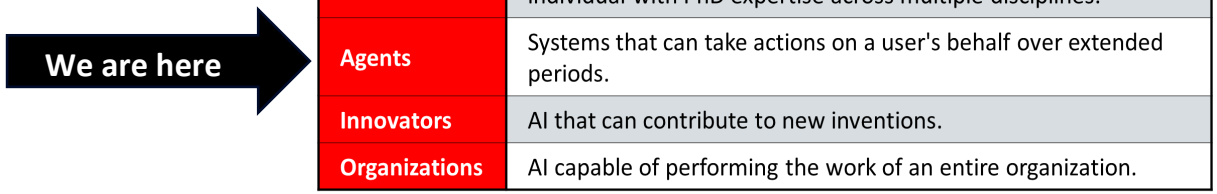
We are at the very early stages of development of agentic AI and, in the staffing industry, really at the very start of the adoption curve. As the company which has democratized AI with ChatGPT, OpenAI points to the promise of much more to come and with the impacts still to be fully forecasted or understood.

OpenAI's five stages of artificial intelligence



Chatbots	AI systems with conversational language abilities.
Reasoners	AI capable of human-level problem-solving, comparable to an individual with PhD expertise across multiple disciplines.
Agents	Systems that can take actions on a user's behalf over extended periods.
Innovators	AI that can contribute to new inventions.
Organizations	AI capable of performing the work of an entire organization.

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How and Where is Staffing Tech Benefiting from AI

AI and UI

Some vendors such as **Bullhorn**, **Recruitnow** (a zvoove product) **Ceipal** and others have given considerable thought and design expertise into ensuring that AI is implemented in the right places and in the right way to maximize impact and utility. This is important for a number of reasons.

- AI that is embedded naturally within existing workflows (e.g., sourcing, screening, scheduling) avoids requiring users to switch tools or learn new interfaces. Seamless AI elevates UX (user experience) by augmenting tasks in real time, such as surfacing top candidates during job intake or auto-suggesting next actions based on client engagement.
- Thoughtfully and carefully embedded AI works better across touch points, integrating with CRM, ATS, onboarding, payroll, and client-facing portals. Creating a unified, intelligent experience for, not only the recruiter, but also for candidates and clients should be the end goal.
- The benefit of having AI embedded in a Front Office system rather than deployed as a standalone tool is that the standalone solution often lacks contextual awareness. AI in siloed tools misses signals that occur elsewhere in the tech stack. When AI is embedded within ATS/CRM flows or candidate interaction portals, it can draw on richer, more context-sensitive data. AI can tailor its recommendations or predictions by using real-time inputs from ongoing workflows (e.g. recruiter sentiment, resume recency, client priority).
- When AI operates within visible workflows, it's also easier for users to trace logic and understand decisions developing, helping develop trust in what the AI is doing. Transparent placement allows for built-in feedback loops (e.g. thumbs up/down on candidate recommendations) that continuously improve model accuracy.

> The future of recruiters is very much entwined with the ability of technology companies in the space to provide platforms that make it easy to manage, interact and control a number of automated or even semi-autonomous processes (AI) and extensive data. The key in a recruiter/technology interface is to provide clear lines of sight on where, when and how the recruiters need to interact, while being able to maintain relationships with clients and talent where high touch is needed.

Seamless AI integration is a multiplier not just an addition. It enhances every layer of the staffing process by embedding intelligence where and when it is needed. Platforms that achieve this elevate recruiter performance, candidate satisfaction, and operational efficiency in ways that siloed AI simply cannot.

Microsoft-based products such as **1Staff** have demonstrated highly configurable AI tools which also add to the utility enabling staffing firms to not only leverage the significant progress Microsoft is making in the field but being able to bring in AI assistance where it is needed in the application stack.

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Staffing firms should look at not only if AI is implemented in products but where and how it is deployed and how it can be configured. In the future, this will likely be a significant differentiator between systems and seriously improve outcomes for staffing firms using well developed AI enabled workflows.

Search and Match Technology

As a core and indispensable component of the staffing firm, Front Office Search and Match is significantly benefiting from AI by becoming more accurate, context-aware, and personalized. Traditional search systems rely on exact keyword matching, which often misses relevant results due to variations in language. With AI - especially natural language processing (NLP) and machine learning - search engines can now understand intent, synonyms, context, and even user behavior. This allows for a more intelligent ranking of results and better matching between queries and data, such as job candidates openings. AI also enables continuous improvement as the system learns from interactions, leading to smarter, more relevant outcomes over time.

Parsing of resumes, job specifications and other related documents benefit considerably from AI which, again, enhances the contextual awareness of terms, understands synonyms and can imply details even if it is not specified in the resume. This further enables better searching. **Bullhorn** with its recent purchase of Textkernal, is no doubt looking at how advancements in AI will enable this specialized email and parsing engine to further develop their capability when coupled with other products they do not have in the suite such as **Sourcebreaker** and **Kona Search**.

Arca 24, based in Switzerland, is taking an innovative approach and collaborating with local research institutes on an advanced semantic engine to improve candidate-job matching. This has been an ongoing initiative but more pertinent as AI starts to infuse the search and match arena. Interestingly, optimization will be carried out for the six languages already managed by the semantic engine: Italian, English, German, French, Spanish, and Portuguese.

Advancement in search and match technology also filters through to better utility in workforce management functionality helping with intelligent scheduling, for example.

Virtual Assistants

Reducing recruiter administrative burdens is the key role of virtual recruiters and, since 2023, many vendors have recognized the benefits of at least deploying an assistant into their products with a significant proportion of participants now having these in some way in their products.

These AI assistants are typically engaged to enhance information such as job descriptions but can also be used to compile profiles and resumes from disparate information. They are also useful to reduce the workload surrounding other common communication tasks that need to be done at scale such as communicating with candidates.

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Agents

The real value of a virtual assistant is based on the ability to call up agents to autonomously work on recruitment tasks. **Recruiterflow** for example has agents that enrich data for both candidate and client so they can read transcripts and ask which fields to update. **Bullhorn's** recent Amplify capability enables users to call up a set generative AI capability with the prompts already configured to undertake simple and complex recruitment tasks. They can also be configured to work in the background automatically conducting the same tasks without needing prompts from a recruiter but designed to be activated by input from other sources such as a candidate applying for a role. The benefit here is that it is not timebound so can serve up a set of tasks whenever the application is initiated.

Aqore has recently released an AI receptionist, an AI coordinator as well as an AI BI Agent and **Teambridge** is following shortly indicating the extraordinary pace with which vendors are bringing this technology to market.

AI Assistant vs. AI Agent

An AI assistant (like ChatGPT, Siri, or Google Assistant) is reactive. It responds to user commands or queries. It helps with tasks such as answering questions, generating text, scheduling meetings, or drafting content. It relies on human initiation: it does not act unless prompted.

An AI agent is proactive and autonomous. It can take action independently based on goals, rules, or changing data. It operates within an environment, perceiving, deciding, and acting toward objectives.

Virtual Recruiters

The end result of linking a number of AI agents together is to develop a virtual recruiter who can undertake many of the recruitment tasks typically done by a human. A human and virtual recruiter can then work together to service a client. A small group of vendors are on the way to developing this capability and while it is not explicitly mentioned that recruiters can or will be replaced, the result of fully utilizing AI capability is certainly that more productivity can be gained per recruiter. As mentioned, **Bullhorn** with its Amplify, is an extension to its already embedded automation components while **Ceipal** already has three agents. These all lend themselves well to an end goal of creating a very capable AI recruiter only requiring the human touch for oversight and for key parts of the process where the human in the loop can get a better outcome.

Other Use Cases

Currently in pilot phase, **HfactoR** has created an AI-powered tool to automate ETL (Extract, Transform, Load) processes which has the potential to speed up implementation times for migration projects. The tool can interpret various client paysheet formats and transition data into **Hfactor's** schema. This has the potential to significantly reduce manual effort and migration time.

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AI-Readiness Across the Staffing Tech Stack

Getting the enterprise ready for the successful adoption of AI involves not only selecting and deploying the tool but can involve a much wider scope of activities.

What does 'AI ready' mean in the context of a staffing firm's infrastructure? An AI-ready tech stack ensures that a company has the data, compute, tools, integrations, and governance in place to develop, deploy, and scale AI (and automation) responsibly and effectively.

Main Blockers to Adopting AI in Staffing Tech Stacks Insights from SIA's Global Tech Landscape Reports (2023-2025)

Issue	Impact
Integration Complexity	– Multi-vendor stacks complicate AI deployment – Legacy APIs and custom-made or non-existent middleware can restrict data flow – Real-time AI integration is costly and complex to achieve
Legacy System Limitations	– Non cloud native, monolithic systems lack flexibility – On-premise and proprietary architectures hinder AI scalability – Limited real-time processing capabilities in these types of deployments
Data Quality and Readiness Issues	– Inconsistent, siloed, and unstructured data – Poor data governance limits AI model performance – Challenges with training, trust, and output validation
Vendor Capability Gaps	– Wide variance in real world AI functionality maturity – Many features are still in roadmap stage – Difficulty in reliably validating vendor ROI promises
Misunderstanding AI vs. Automation	– Wide variance in real world AI functionality maturity – Many features are still in roadmap stage – Difficulty in reliably validating vendor ROI promises
Security Privacy and Compliance concerns	– Regulatory constraints (e.g., GDPR, HIPAA) – Data protection concerns PII and sensitive records – Hesitation due to unclear AI data handling practices
Skills Gap and Cultural Resistance	– Lack of in-house expertise in AI implementation – User skepticism and workflow resistance – Poor UX design leads to underutilization of AI tools

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Main Enablers of AI Adoption in Staffing Tech Stacks

Issue	Impact
Cloud-Native and Modular Architectures	– A cloud-native infrastructure enables easier deployment of AI functionalities via APIs or embedded tools – Modular systems allow for specific AI capabilities (e.g. search & match, job ad generation) to be integrated without requiring full-stack replacement – Many leading vendors have shifted away from rigid, toolkit-based architectures to more flexible SaaS-based or microservices models that support rapid iteration and integration of AI components
Enhanced API and Integration Capabilities	– Adoption of enhanced APIs and Integration Platform as a Service (iPaaS) solutions makes it easier to embed AI tools into workflows whether for chatbot interfaces, intelligent automation, or real-time analytics – An "API-first" approach in many contemporary systems is enabling easier layering of AI capabilities – Seamless integration focusing on real time data
Data Readiness and Operational Alignment	– Effective AI adoption also depends on data quality and standardization, particularly for key entities and transactions which often remain variable across legacy systems – Firms are increasingly prioritizing data governance, compliance (e.g., GDPR), and real-time reporting infrastructure to enable AI outputs to be trusted and actionable
Vendor Ecosystem Leverage	– Systems built on larger ecosystems such as Salesforce or Microsoft benefit from native AI toolkits (e.g. Salesforce Einstein, Microsoft Copilot), enabling embedded AI features in user interfaces, search/match engines, and parsing tools.

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Vendor Landscape Overview

Staffing technology vendors offer a diverse array of products within the Front and Middle Office domains, each with varying capabilities and architectural models.

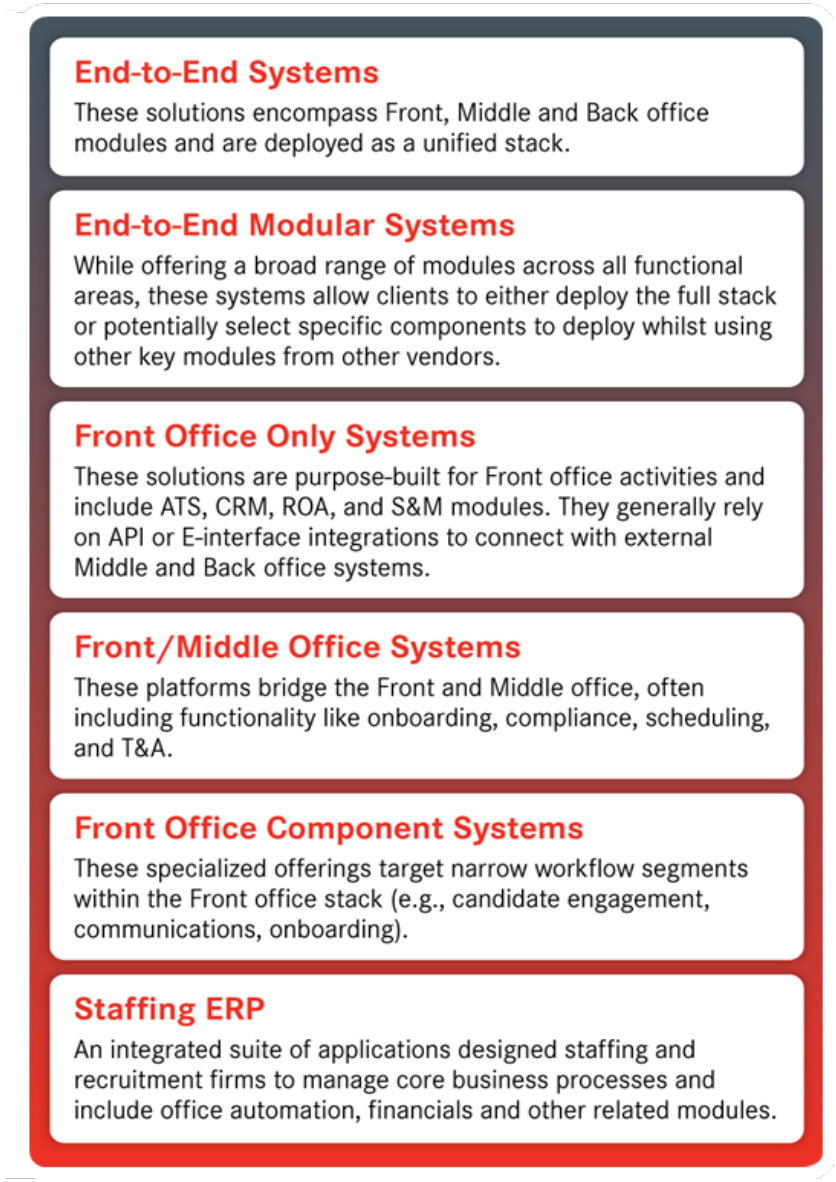
To enable meaningful comparisons across solutions, we asked vendors to categorize their offerings according to a particular functional rather than technical framework. To better navigate and understand the vendor landscape, systems can likely be grouped into six primary types:

1. **End-to-End Systems**
   These solutions encompass Front, Middle, and Back Office modules and are deployed as a unified stack. They provide comprehensive process integration and are typically best suited to organizations seeking full ecosystem control without third-party dependencies. They are well-suited for startups, small-to-medium staffing firms, or those operating in jurisdictions with uniform regulatory and payroll requirements.

   A front-to-back deployment simplifies data management and ensures end-to-end process integrity. However, it comes with trade-offs in flexibility, as customers are bound to a single vendor ecosystem.

2. **End-to-End Modular Systems**
   While offering a broad range of modules across all functional areas, these systems allow clients to either deploy the full stack or potentially select specific components to deploy while using other key modules from other vendors. This model also supports phased rollouts and allows staffing firms to address immediate pain points while preserving future flexibility.

3. **Front Office-Only Systems**
   These solutions are purpose-built for Front Office activities and include ATS, CRM, ROA, and S&M modules. They generally rely on API or E-interface integrations to connect with external Middle and Back Office systems. This architecture benefits firms that prioritize best-of-breed Front Office capabilities and have already established Middle or Back Office infrastructure.



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4. **Front/Middle Office Systems**
   These platforms bridge the Front and Middle Office, often including functionality like onboarding, compliance, scheduling, and T&A. They often cater to staffing firms in high-volume sectors (e.g., healthcare or light industrial) where operational continuity and worker engagement are paramount.

5. **Front Office Component Systems**
   These specialized offerings target narrow workflow segments within the Front Office stack (e.g. candidate engagement, communications, onboarding). Vendors often distribute these through partner ecosystems or integrate into broader platforms like **Bullhorn** marketplace, Salesforce AppExchange or Microsoft's ISV network.

6. **Staffing ERP**

   A Staffing ERP (Enterprise Resource Planning) system is an integrated suite of software applications designed specifically for staffing and recruitment firms to manage core business processes across Front, Middle and Back Office functions.

   Unlike point solutions that serve a single area (e.g. an ATS or a payroll tool), a staffing ERP offers end-to-end workflow orchestration, typically in one platform or deeply integrated environment. It promotes standardized processes across distributed teams, ensures greater data consistency, simplifies compliance, and scales more easily as the firm expands. Ideal for staffing firms either as startups or who are expanding and need a full suite of products to cater from the recruitment sales, office automation and financial activities and at a lower cost point.

   Vendors in this space range from **Zoho** which covers selective components, to enterprise-grade solutions like **Workday**. The latter is gaining visibility in the staffing sector, particularly after partnering with Randstad Sourceright, and may increasingly extend its reach into Front Office workflows.

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AI in the Front and Middle Office - Capability Comparison

Now that systems have established rich functionality and can cater for most of the key features required to operate across all the major sectors, comparing functionality has become less definitive when selecting products than it previously may have been.

That said, products that may enable users to operate effectively in all areas can have strengths and limitations. This means that prospective users need to understand their key requirements and "nice to haves" when assessing products to procure for their business.

***Functionality** in information technology is the range of operations that can be run on a computer or device but also the purpose that something is designed for or expected to fulfil*

*A **feature** is a unit of functionality of a software system that satisfies a requirement, represents a design decision, and provides a potential configuration option*

The chart on the following page is a vendor capability summary for AI from information provided by vendors in a 2025 survey. It gives an overview of the key modules provided by the in-scope vendors. For the purposes of the chart, we have grouped related common sets of functionalities together and designated them as 'modules'.

	Vendor Capability Matrix Key
3	Module or feature set is provided in vendor's core product
2	Module provided via partner integration
1	Module or feature set not provided in vendor's product but could be available from a partner
	No information provided

AI in the Front and Middle Office

Benchmark system uses Gemini for AI assistant but has yet to deploy agentic and other capability.

Search and match tools are a clear recipient of AI capability. The main impact will be in improving scoring and also generating more meaningful search parameters.

Agentic AI and automation are commonly rolled together and misclassified. Staffing firms should closely question what exactly the agents are able to do.

Voice AI is still in in its infancy in staffing but gaining traction via point solutions and newly integrated native deployments from some vendors such as **Ceipal and Aqore**. It will have a significant impact on recruiter workflows in the medium term.

1Staff has an integrated Copilot and configurable RAG (retrieval augmented generation) deployments.

		End to End - Modular																			
Artificial Intelligence	**Benchmark**	**1Staff**	**Access Group - Vincere**	**Access Group -Fasttrack**	**Aqore**	**Arca24 Ngage**	**Automated Business Designs**	**Avionté**	**BlueSky Medical Staffing Software**	**Bullhorn**	**Bullhorn Recruitment Cloud**	**Ceipal General Staffing Platform**	**Crelate**	**HfactoR**	**IQX**	**Itris**	**JobDiva**	**LaborEdge**	**Mercury XRM**	**Recruit CRM**	**Seven20**
AI Assistant	2	3	3	3	3	3	3	3	1	3	3	3	3	3	1	3	3	3	3	3	3
AI in Search and Match		3	3	1	3	3	3		3	3	3	3	3	3	1	3	3	1	3	3	3
AI Agents		3	3	3	3	1	2	3	2	3	3	3	3	2	1	1	3	1	3	3	2
Voice AI		2	1	1	2	1	2		1	3	3	3	2	1	1	3	1	2	3	3	2
AI in Business intelligence	2	3	3	3	3	1	2		2	3	3	3	3	3	1	1	1	3	3	3	2

Aqore has released AI recruiter , AI receptions and importantly an AI Accounts receivables agent for the middle back office

Avionte has new AI powered tools via Pixel Bots for automated interviewing and job description generation and is simple to setup

Some vendors have chosen not to be early adopters of some or all AI streams due to the fast paced development. They are responding to customer requests and/or looking at where the use cases will provide most benefit

Bullhorn has built out an impressive prompt studio to facilitate gen AI usage

Ceipal showcased three separate agents and in combination can form a virtual recruiter

Mercury and **RecruitCRM** are also covering all the areas

Some form of AI assistant is now commonly available in most products

Smartsearch has an interesting strategy to provide native AI functionality as well as allow for clients to enable an AI solution of their own, including their internal AI prompts/tools and third parties' solutions

AI capability to provide insights on data is still new. Work is required to ensure the data standards and structures are of a suitable quality to enable AI to work accurately.

		End to End – Modular (cntd)								End to End	Front Office					Front/Middle Office				Staffing ERP
Artificial Intelligence	**Benchmark**	**StafferLinkASM**	**symplr**	**TargetRecruit**	**Teambridge**	**TempWorks**	**Tracker**	**WurkNow**	**zvoove RecruitNow, Planbition, Go**	**Ceipal Healthcare**	**BrightMove**	**Exelare**	**Globus AI**	**Manatal**	**Recruit Wizard**	**Access Group - ARCRM**	**Asymbl**	**Recruiterflow**	**SmartSearch**	**Zoho**
AI Assistant	2	1	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2
AI in Search and Match		3	2	3	3		3	3	3	3	3	3	3	3	3	3	3	3	3	3
AI Agents		3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	1
Voice AI		1	1		1	2	3	2	2	3	1	2	1	1	2	1	2	3	2	1
AI in Business intelligence	2	3	2	3	1	1	3	3	3	3	3	1	1	1	1	3	3	3	3	1

Seven20 and **TargetRecruit** and other Salesforce based products are leveraging Agentforce and Salesforce native AI

Wurknow launched a voice AI agent called Luna in late 2024

RecruitNow, the **zvoove** product, has impressive meshing of AI through recruiter workflows

The Access group is working on Evo, a unified data model strategy to create a seamless data layer for their suite which sets the foundations for deriving significant benefit from AI

Asymbl a Salesforce based product was one of the first staffing tech vendors to contribute to Agentforce

Zoho's "Ask Zia" feature allows recruiters to query the system using natural language to perform actions and retrieve information.

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Vendor Approaches to Bringing AI to their Products

We asked vendors as part of our Front Office survey several questions regarding AI. Specifically, how are you planning to use, or have already used, artificial intelligence and machine learning in your product to enhance their value to customers?

Results suggest that the deployment of AI and machine learning across Front and Middle Office staffing software platforms is gaining momentum, driven by growing expectations for automation, personalization and operational efficiency from staffing firms and internal pressures to utilize rapidly evolving technology. The range of responses from vendors illustrates a market in transition: while some vendors are embedding mature AI features, others are still articulating conceptual roadmaps. This suggests a maturity gap in some vendor product portfolios. Our analysis clustered responses into five distinct areas, which help clarify both the depth and direction of AI integration across the staffing technology stack.

Key Themes Identified

1. Progress on resume parsing and job matching automation

2. New focus on analytics, dashboards, and predictive insights

3. Client-facing value add through AI

4. Targeted AI projects by major vendors

5. Roadmap-stage AI planning

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Progress on resume parsing and job matching automation

- This theme, present in the largest cluster of responses, reflects vendors' focus on improving recruiter productivity and placement accuracy. Vendors such as **Arca24**, **RecruitCRM,**and **ABD** (Automated Business Designs) and many others describe AI use cases such as semantic candidate-job matching using NLP, automated resume parsing and classification, enhanced sourcing with relevance-ranking algorithms. **Itris** leverages Daxtra to bring this to customers. **1 Staff** leverages Microsoft Azure AI to support semantic query and relevance-based ranking for job-candidate matching and **GobusAI** reports combining AI-powered vector search in Elasticsearch with large language models (LLMs) to deliver highly relevant, context-aware candidate recommendations.
- This aligns with broader market trends where AI is used to speed up time-to-fill by identifying top candidates in high-volume talent pools. It also illustrates how utilizing the significant developments from tech giants such as Microsoft and Google flows down to real world applications in staffing.

New focus on analytics, dashboards, and predictive insights

- Vendors such as the **Access Group** emphasize the role of AI in powering embedded analytics and delivering predictive insights. **Bullhorn,** post the Cube19 acquisition has been very focused on leveraging AI in this domain. The **Aqore** platform integrates automation and embedded analytics in dashboards, providing predictive recommendations, pipeline KPIs, and operational trend insights, aligned with AI's growing use for interrogating data.
- These responses suggest a shift from descriptive dashboards to actionable intelligence, including real-time performance analytics, AI-generated insights on job order activity, predictive metrics for recruiters and placement success.
- This evolution is consistent with what we have seen in SIA's BI Tools Report 2025, where dashboards infused with AI become strategic control centers for recruiters and managers.

Client-facing value add through AI

- Vendors including **Avionté** and **Recruit Wizard** highlighted how AI is or will be used to differentiate their offerings and build long-term value for clients. Key applications noted were custom recommendation engines, AI-assisted onboarding and workflow orchestration, use of generative AI to enhance job ad writing and candidate engagement.
- **HfactoR** describes its mission as "re-defining the world of work and improving efficiencies for workplaces", with AI-driven tools like no-code UI creation and automated code conversion intended to accelerate feature delivery that directly benefits client organizations. **Asymbl** often emphasizes the use of AI internally as part of its mission to pioneer innovation.
- Notably, these use cases extend beyond the recruiter interface, hinting at AI's potential in client-facing and talent-facing workflows as well as internal use cases which is a hallmark of more mature digital platforms where all the user groups are catered for in the AI roadmap

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Targeted AI projects by major vendors

- **Bullhorn** and its subsidiaries articulate targeted ML deployments within their ecosystem, such as smart job-candidate matching with integrated feedback loops, AI-driven lead scoring in CRM workflows, application of generative AI in parsing and chatbots.
- This certainly shows a platform and/or ecosystem level strategy leveraging AI to optimize core processes rather than bolt-on innovation. These initiatives mirror strategies from enterprise level vendors such as **Avionté** and SPaaS vendors in particular, who embed AI natively across the candidate journey.

Roadmap-stage AI planning

- While almost all vendors have a strategy, some such as **1Staff**, **Aqore**, **Bullhorn** and others describe an active and robust roadmap orientation as well as currently deployed capabilities. Not all vendors articulate the strategy well or perhaps they prefer not to share it for competitive reasons.
- Responses include API-level integration with third-party AI partners, General plans for ML-driven personalization and fraud prevention and interest in adopting cloud-native AI services (AWS, Azure).
- This signals a lag in AI readiness for some vendors, particularly those still transitioning from legacy architecture or who serve clients with conservative tech appetites.

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The Future of AI in Staffing Front Office: Vendor Perspectives (2025 Outlook)

We asked vendors as part of our Front Office survey several questions regarding AI. Specifically, how do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years

Staffing software vendors are forecasting a transformative role for AI and particularly generative AI over the next five years, with widespread implications for the Front Office functions of staffing firms. Across a wide spectrum of responses, five trends emerge which reflect not only optimism for the development of their product but also confirm AI impacting almost all the key functions that staffing firms undertake.

The Future of AI in Staffing Front Office: Vendor Perspectives

1. Enhanced recruiter productivity and task automation

2. Generative AI as a differentiator in recruiter-candidate experience

3. Operational efficiency and headcount optimization

4. AI-driven matching, screening, and process automation

5. Strategic industry transformation via AI

Enhanced recruiter productivity and task automation

Many Front Office technology vendors are positioning AI as a transformative enabler for recruiter productivity. Their vision emphasizes AI's potential to relieve recruiters of repetitive, time-consuming tasks, streamlining workflows and allowing staffing professionals to focus on higher-value activities. Survey responses commonly highlight AI's role in managing administrative functions such as interview scheduling, candidate shortlisting, communication triage, and resume parsing. The underlying sentiment focuses on terms such as "value," "provide," "tasks," "replace," "time," and "recruiters," reflecting a strong belief that AI, in combination with automation, will fundamentally reshape recruiter workflows.

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Generative AI as a differentiator in recruiter candidate experience

A second major theme emerging from vendor responses centers on the use of generative AI to personalize experiences and create competitive differentiation in the staffing process. Vendors adopting this approach envision Front Office systems that become increasingly context-aware, enhancing functionality in areas such as candidate matching, communications, and feedback loops. **Access Group ARCRM** and **FastTrack** are among those emphasizing this trajectory. They highlight how generative AI can simulate human-like interactions, allowing systems to craft tailored job advertisements, respond intelligently to candidate inquiries, and dynamically adjust user interfaces based on recruiter or candidate behavior.

These capabilities are not just about operational efficiency, they are viewed as strategic tools for brand differentiation, delivering more engaging, responsive, and personalized candidate experiences that elevate the firm's market positioning.

Operational efficiency and headcount optimization

Several vendors emphasize the strategic value of AI in driving operational efficiency and enabling staffing firms to do more with fewer resources. This perspective focuses on how AI can reduce overhead by automating routine processes, optimizing workforce planning, and enhancing CRM-driven interactions.

Vendors such as **Bullhorn** and **Tracker** highlight the role of AI in supporting leaner teams without compromising output. By integrating intelligent forecasting and dynamic KPI tracking, these platforms aim to empower teams with actionable insights that improve performance management and strategic alignment. The anticipated outcome is not only enhanced productivity but also improved decision-making and reporting at the leadership level, positioning AI as a critical lever for scaling operations and driving measurable business outcomes.

AI-driven matching, screening, and process automation

Another prominent theme among vendors is the use of AI to enhance candidate matching and automate screening processes. This is prevalent in the current deployments of AI capability in point solutions and new functionality in Front Office products. This group of providers highlights the growing sophistication of AI in evaluating candidate profiles more holistically factoring in not only hard skills and experience, but also soft skills, behavioral attributes, and personal preferences. Vendors such as **ABD**, **Vincere, LaborEdge,** and **Teambridge** are investing in tools that leverage generative AI to enable deeper profiling and real-time screening, making auto-generated shortlists and intelligent match scoring standard features.

Additionally, the introduction of agent-style AI is expected to streamline early-stage candidate interactions, conducting preliminary evaluations and helping recruiters quickly focus on the most promising talent. These advancements reflect a broader move toward intelligent, high-precision matching that minimizes recruiter workload while improving hiring outcomes.

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Strategic industry transformation via AI

A forward-looking group of vendors is adopting a more strategic lens on AI, forecasting that its impact will extend beyond system enhancements to fundamentally reshaping roles within staffing firms and potentially transforming the overall service delivery model. Vendors such as **1Staff, zvoove and Wurknow** anticipate that AI will not merely augment consultant tasks but redefine how consultants interact with technology, shifting expectations toward greater autonomy and proactive system behavior.

As platforms become more intelligent and self-directed, staffing firms will need to rethink traditional workflows, roles, and value delivery mechanisms. This evolution will also necessitate the integration of AI governance structures and ethical considerations into broader technology strategies, ensuring that automation aligns with compliance, accountability, and human-centric service principles.

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Strategic Implications of AI for Staffing Firms

The current AI landscape among staffing software vendors reveals, very much, a layered maturity model. Some vendors are leveraging AI to enable recruiter productivity and enhance service delivery. Others are embedding AI deeper into system architecture to support scalability and automation. A third group is still conceptualizing their AI strategy, reflecting differences in product maturity, R&D capability, and perhaps readiness of their client base to take a risk on an emerging technology.

The main issue to be confronted is that, as generative AI and advanced analytics are becoming expected in enterprise software across industries, companies with large development budgets and global reach see the opportunity and are rapidly accelerating their deployment of this technology. Staffing companies are traditionally slow adopters and staffing technology vendors must address integration, data quality, and ethical concerns to help drive sustained value for their customers.

There may also be differences in investment capability given the difference in scale and user bases. Certainly, the level of M&A activity in the market suggests that the investment needed to consistently deliver AI technology to customers, combined with staffing market dynamics, may be beyond some companies and push them toward more strategic M&A decisions. Joining a larger group such as **Access**, **Bullhorn** or **zvoove** may solve this problem or accessing venture capital may be another pathway.

There is also no doubt that large players in the tech space are driving the development of AI. Significant funding is needed not only to leverage the research associated with this, training the models but the infrastructure costs of running AI queries at scale are very significant. It is no surprise then that large players such as Microsoft and Salesforce can bring the scale and spend that allows them to deploy AI capability for their customers and users.

So, what does that mean for the staffing industry and in particular Front and Middle Office?

Staffing firms must evaluate vendor AI strategies as part of core system due diligence, not just as innovation add-ons. This includes understanding the scope of current AI deployments, planned roadmap features, and how these align with internal use cases and recruiter workflows. Failure to do so could result in staffing firms facing a widening gap.

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To remain competitive, particularly when serving enterprise clients, staffing firms must accelerate AI readiness across their own operations. This includes preparing data environments, reassessing integration strategies, and upskilling staff to engage with AI-enabled workflows.

Mid-sized and larger staffing firms may find greater stability and innovation velocity by aligning with platform vendors embedded in broader tech ecosystems. These vendors are better positioned to handle the high infrastructure and R&D costs of AI deployment at scale.

Staffing firms should anticipate further consolidation in the vendor landscape, potentially affecting vendor roadmaps, service levels, and long-term viability. Procurement teams should monitor financial signals and ownership changes closely as part of tech risk management.

Staffing firms will need to build internal AI governance frameworks, including policies for data use, bias mitigation, and transparency, especially in client and candidate-facing applications. Vendor selection should consider these ethical factors alongside feature sets.

The future of AI in staffing front office systems will likely be shaped by two parallel trends:

- tactical automation and efficiency gains in recruiter workflows – immediate term
- strategic transformation of how staffing firms engage clients and candidates- medium term

> After more than 30 years in recruitment I thought I'd mastered my craft - but AI has flipped the game board I knew. The pieces look different, the pace is overwhelming, and there's a real fear of being left behind. Yet it's also driving me to rethink, retool and find fresh ways to stay competitive; and that challenge is opening exciting opportunities for the future.
>
> Sandy Blomfield **Blomfield Recruitment**

Vendors are clearly aligning their roadmaps around generative AI's potential to deliver deeper insights, reduce workload, and redefine user experiences. It seems this is more driven by the vendors themselves and the promise of technology rather than the vision of staffing firms to reimagine the market.

This data should inform buyer expectations, vendor evaluation criteria, and roadmap alignment in tech procurement initiatives for staffing firms. Staffing firms should begin mapping AI initiatives to Front Office workflows, evaluating vendors on AI readiness and generative capabilities and in parallel building governance and change management plans to support adoption.

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Current and Planned Use Cases for AI in Front and Middle Office Products

The detail below reflects individual company responses to our survey. The responses have not been substantially edited apart from grammar corrections and explanatory text where appropriate. Some responses are more detailed than others; some vendors provided examples of use cases in their responses and other vendors chose not to answer some or all of the questions in this section.

1Staff

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We're implementing a comprehensive AI strategy that moves beyond basic automation to true intelligent operations:

1. Already Implemented:

1Staff inline Copilot: Provides contextual assistance to recruiters and account managers directly within their workflow, increasing productivity.

Infused Microsoft AI capabilities: Leveraging Microsoft's AI including Microsoft's Copilot and D365 Sales ML capabilities for lead scoring, opportunity insights, relationship analytics, and predictive forecasting.

2. 2025: Launch of AgentStaffAI: Our partnership with XMPro will deliver a platform-agnostic Multi-Agent Generative Systems (MAGS) solution that works across any enterprise technology stack. AgentStaffAI is focused on AI driven autonomous operations: self-organizing agent teams that dynamically prioritize activities based on business objectives, independent of underlying systems of record.

3. 2025: Adaptive Time Interpretation Engine: AI-powered system for rapidly adapting to new labor legislation and jurisdictional requirements without code modifications, deployable across diverse client environments.

This strategic approach delivers immediate value through productivity enhancements while building toward transformative capabilities that fundamentally reimagine staffing operations across any technology ecosystem.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

In the next 1-5 years, AI's impact on the Front Office will evolve beyond basic generative AI productivity tools toward a comprehensive transformation of staffing operations. While other industries have already begun implementing sophisticated AI solutions, the staffing industry remains notably behind due to its insular nature and reliance on traditional processes. Our partnership with XMPro will enable us to bridge this gap by bringing proven multi-agent technologies from wider industry applications to core staffing use cases, transforming recruitment professionals from transactional fulfilment roles into strategic talent advisors, equipped with digital twin technology, predictive analytics, and autonomous systems that can operate across diverse client environments.

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Access Group - Vincere

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Vincere has already used AI and machine learning into our product to enhance values for customers in several ways:

1. Auto generate Job Description or Job Adverts based on job details and keywords entered in Vincere Job's Profile.

Value to customers:

- Efficiency: Quickly generate professional and engaging job advertisements, saving time and effort.
- Consistency: Ensure all job ads are consistently formatted and detailed, using AI to generate content based on the internal job description.
- Customizability: Easily customize the generated content with natural language updates or manual edits before finalizing. https://help.vincere.io/en/articles/9727490-job-advertisement-in-vincere

2. AI-driven Candidate Scoring evaluation

Value to customers:

Automates candidate evaluation, saving recruiters time.

Ensures objective, data-backed hiring decisions.

Helps recruiters focus on top prospects by surfacing the best-matched candidates.
https://help.vincere.io/en/articles/10934134-vincere-platform-updates-v25-1-3-29th-march-25#h_a6eb687aed

3. Other AI capabilities are planned as part of the Access Evo initiative: https://www.theaccessgroup.com/en-gb/evo/

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Generative AI is set to significantly transform the Front Office in recruitment over the next 1-5 years. **Vincere** plans to use AI to automate routine tasks, saving time and improving efficiency. AI-driven dashboards and analytics provide personalized insights, helping recruitment agency owners make better, data-driven decisions. Additionally, AI's ability to streamline workflows and improve collaboration, while ensuring data security and compliance, will continue to reshape how recruitment teams operate, leading to more productive and informed decision-making.

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Access Group

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

AI is a cornerstone of our development roadmap and is delivered via Access Evo and embedded AI components. In product AI - we have already delivered Job Description generators, AI CV Matching & Ranking, SMS/Email text optimization. As our product is within Access EVO we can also leverage co-pilot across the customer tech stack and have implemented Feeds - key task notifications for interviews, general tasks, timesheets and GDPR expiry. The most powerful element of this is Natural Language Analytics - we have built a series of data views to allow businesses to query our products via copilot in Access Analytics - this will be a game changer for product and multi-product reporting. EVO provides so many elements to a business - learning, collaboration, engagement shout out that businesses can create all they need in one space.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

For recruitment, it will largely be streamlined processes with repetitive tasks removed and the ability to query data faster. There is a limit to recruitment use cases in the industry though and that is where creative use of AI with integrations and the whole ecosystem will likely increase. Recruitment is still largely a people business so protecting brands and maintaining the personal touch will still be a key differentiator in the sector. Increased Voice activation based and video content creators.

Aqore

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We are actively developing AI capabilities to analyze payroll trends, predict and forecast factors such as missed hours, cash flow, attendance, and more. Our aim is to leverage artificial intelligence to provide valuable insights and enhance decision-making processes in these areas.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Yes, our platform will have significant AI capabilities allowing low-level work to be done by Agents allowing the staffing specialist to review and approve the process and focus on building relationships.

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Arca24 Ngage

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

1. SEM24 project: With our AI, we are participating in a research project in collaboration with the Idiap research institute in Martigny and the University of Lausanne.

The SEM24 project aims to develop a solution for automatically matching candidates' CVs to job ads that incorporates insights from the Human Resource Management (HRM) and Natural Language Processing (NLP) fields. The semantic engine will identify a wider range of relevant skills, including soft skills, improving matching, significantly reducing manual work and the risk of the system excluding good candidates.

Optimization will be carried out for the six languages already managed by the semantic engine: Italian, English, German, French, Spanish, and Portuguese.

By prioritizing these innovations, our AI ensures that recruiters find the right talent efficiently, bridging the gap between market needs and product capabilities. Chatbot: We are developing a generative AI chatbot that will handle questions regarding the software's functionality for both employers and candidates. For example, if a candidate asks how to export data for GDPR portability or how to update their profile, the chatbot will provide detailed and accurate answers. Currently, we are applying this functionality to the job portals we manage.

3. Generative AI to create search engine optimized vacancy postings on career site

4. We have a system in beta that analyses hired candidates to create an ideal candidate profile for the client.

5. Among future developments, a proprietary resume parser is the plan to develop. It can auto-compile the candidate registration form and thus replace the use of Open AI.

6. In future updates, there are plans to develop its own AI system that can support job writing to replace the use of Open AI.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

At **Arca24**, we see generative AI playing an increasingly supportive role in the Front Office space over the next 1–5 years, particularly in enhancing the daily work of recruiters.

Generative AI technologies will help streamline and accelerate various tasks within the Front Office modules of our software. This includes assisting in the drafting of job descriptions, tailoring communication with candidates, and automating low-value, repetitive operations. The ultimate goal is to free up recruiters' time so they can focus more on high-value activities, such as in-depth candidate evaluation and building meaningful human relationships.

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That said, we strongly believe that AI should support recruiters, not replace them. The final decision in any stage of the recruitment process remains firmly in human hands. Both recruiters and candidates have the possibility to intervene, review, and adjust what the AI suggests or generates, ensuring full transparency and control.

Asymbl

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We have already begun to develop against the Agentforce platform and were the first Salesforce partner in the Salesforce Ecosystem to release a Recruitment Specific Agentic application on the Salesforce Agent Exchange. This continues to be a significant focus and area of investment as we look to the future.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

At a very high level, we've already started to see the impact that this technology will have on the industry. We have found that GenAI unlocks the ability for companies to hire Digital Employees or Agents to support the role of their human workforce. With so much ambiguity in global macroeconomic trends, the role of digital employees becomes more valuable given that they are able to perform tasks much more efficiently and consistently than humans. These agents are not going to replace the role of the human employee but will instead improve the overall quality and output that each employee can have for their company, given that they will have higher quality conversations and interactions with their clients and candidates each day.

Automated Business Designs

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Job descriptions, resume building, AI Candidate Search & Job Offers

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Significant. Many strategic areas will be AI based in order to allow staffing companies to spend less time on mundane tasks.

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Avionté

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Avionté, in collaboration with AWS and Anthropic, has built AI LLM capabilities inside our Core BOLD platform, allowing us to deploy AI applications within our Native Application. This framework allows us to continuously deploy new AI-enhanced features within the BOLD platform wherever needed in order to support recruiter workflows. **Avionté** has already released several major AI upgrades, including a major enhancement to our PIXEL chatbot for engaging talent top of funnel and a job description generator. The advantage of this approach is that staffing agencies can access advanced AI capabilities without leaving the BOLD application. Many third-party AI applications create substantial unintended risks to privacy and security. We plan to deploy major new functionality to upgrade talent search and match capabilities, and we are deploying a vectorized data model to support this.

Avionté has adopted a comprehensive "ethical use" policy regarding AI, and we believe that maintaining appropriate human control over the entire staffing process is critical. For back-office operations, however, core payroll, billing, and A/R functionality are well defined and subject to precise compliance requirements. For that reason, we are looking at AI applications that either

1) enhance overall product usability, or

2) secondary use cases such as auditing and error correction where AI can potentially serve as an additional checkpoint for accuracy and quality

We think that application of AI large language models makes more sense for a variety of front office applications. **Avionté** is now pursuing "Agentic" AI, focusing on specific AI tools that allow workflows to become even more automated than they are today. In addition to our native capabilities, **Avionté** has also vetted multiple partners and certified integrations that bring secure high quality AI functionality to the tech stack.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Over the next five years, we believe that AI technology will transform the ATS dramatically, and the role of front line recruiters will evolve rapidly. Our expectation is that staffing agencies will be able to double or triple recruiter productivity, while actually enhancing the ability of recruiters to provide high value human touch to the staffing process. Generative AI holds promise for streamlining user interfaces, streamlining time keeping applications on the shop floor, as well as a variety of report generation, auditing, and error correction protocols.

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Benchmark

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Rank/Match Applicants against a job description, formatted CVs using AI, provide data insights from the CRM database, AI-mentor for consultants.

AI-powered high-volume assessment center screening.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Massive Operations efficiency: repetitive/admin tasks will be automated, smart matching, efficient high-volume screening, smart engagement with Talents and Clients.

Fraud detection will be a challenge

BlueSky Medical Staffing Software

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We are integrating AI to improve candidate matching by mapping degrees and specialties using ChatGPT. This process combines and maps relevant degrees and specialties, searches for matches in the database, and updates our system accordingly. The feature is automated and seamlessly integrated with our synchronization service to ensure real time, accurate data handling.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Agencies will be able to better focus on needs analysis matching between healthcare organizations and the available candidate pool. Information for historic spend for hospitals is now available and predictive analysis can fine-tune not only client needs, but specifically what specific types of caregivers they will need in the future.

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Bullhorn

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Bullhorn has developed a suite of AI and machine learning capabilities to help recruiters achieve greater efficiency. Many of our products offer generative AI capabilities embedded in existing workflows. We have also developed a matching model utilizing machine learning to assess candidate relevancy for jobs and vice versa. This was done by leveraging the billions of records and outcomes stored in **Bullhorn**. Additionally, we have built a collection of staffing-specific AI agents (including screening, outreach, enrichment, and matching) to take on some recruiting elements autonomously.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Bullhorn believes AI is and will be a powerful tool for recruiters working in the Front Office space in the near future. We expect to see major shifts in productivity with the broader adoption of generative and other AI, and we also expect the role of the recruiter to evolve. Staffing firms who successfully integrate AI will see massive improvements across most KPIs, including greater profits, without increasing their headcount. Early adopters are already seeing a 22% improvement in fill rate, a 17% improvement in time to submit, 51% more submissions per job, and a 20% screening completion rate.

Bullhorn Recruitment Cloud

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Bullhorn has developed a suite of AI and machine learning capabilities to help recruiters achieve greater efficiency. Many of our products are now embedded directly with generative AI, allowing customers to access and benefit from it throughout their regular workflows. Additionally, we are developing a matching model utilizing machine learning to assess candidate relevancy for jobs.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Bullhorn believes AI is and will be a powerful tool for recruiters working in the Front Office space in the near future. We expect to see major shifts in productivity with the broader adoption of generative and other AI, and we also expect the role of the recruiter to evolve. Staffing firms who successfully integrate AI will see massive improvements across most KPIs, including greater profits, without increasing their headcount.

> *n.b. Following the completion of our survey, on May 28, 2025, Bullhorn announced the launch of Amplify described as a "next-generation AI solution built exclusively for staffing and recruitment firms". Amplify is available on the Bullhorn Platform and Bullhorn Recruitment Cloud, and uses generative AI and autonomous agents to blend human and digital labor. They claim that Amplify customers report a 51% increase in submissions to jobs and a 22% increase in fill rates. 85% of candidates screened by Amplify report a positive experience.*

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Carerix

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Assisted and automated matching available

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

No response provided

Crelate

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We already use ML and AI to help build our product. In Q3 of 2024, we launched Co-Pilot. Today we are working on agentic architecture for Sourcing, Data Quality and more.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

We see a world where agents are working with users and other agents; to continuously tune, monitor and enrich data. In 5 years, the web browser may only be 50% of the UX, as more and more functionality moves to voice and chat.

Exelare

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We've already started using AI in several parts of the **Exelare** platform, and it's a big part of how we plan to continue adding value for our customers.

Today, AI is helping recruiters save time and work more efficiently. For example, we've built tools that can automatically generate Boolean search strings from job descriptions, create full job descriptions instantly, and summarize resumes into short, easy-to-read candidate overviews. Recruiters also use our AI to build personalized outreach campaigns through email and SMS, which previously took much more time. Looking ahead, we're expanding this even further. One of our main goals is to roll out an Exelare Assistant; an AI-powered feature that can search the database, send emails, schedule interviews, and respond to recruiter questions using natural language or even voice. We're also building tools to automatically match and rank top candidates when a new job comes in, helping recruiters focus on the best-fit candidates right away.

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We're also working on smart calling features where an AI agent can help make candidate calls, capture summaries, and log important notes directly into the system. In addition, we're introducing voice and semantic search so recruiters can find what they need by simply describing it, rather than relying on filters or keywords.

Overall, our goal with AI is to make everyday recruiting tasks faster, more intelligent, and more intuitive, allowing recruiters to focus more on relationship building and hiring results.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Developments in AI technology—especially generative AI—are set to transform the staffing industry's Front Office (sourcing, screening, engagement, and submittals) over the next 1–5 years. Here's a strategic view of how this will evolve:

1–2 Year Outlook (Short-Term Impact):

1. AI-Assisted Candidate Sourcing

What's Changing: Generative AI tools will enhance sourcing by interpreting job requirements and auto-generating Boolean search strings, or directly identifying top candidates from job boards, ATS databases, and social networks.

Impact: 50–70% faster sourcing for recruiters, especially in high-volume roles.

2. AI-Powered Job Descriptions & Outreach

What's Changing: Gen AI will generate hyper-personalized job descriptions and candidate outreach emails.

Impact: Increases response rates and drastically reduces manual effort in candidate engagement.

3. Conversational AI for Candidate Pre-Screening

What's Changing: AI chatbots and voice bots will handle early-stage screening, answering candidate FAQs, and capturing availability and qualifications.

Impact: Allows recruiters to focus on strategic roles and qualified candidates.

3–5 Year Outlook (Medium to Long-Term Impact):

4. Autonomous Recruiter Assistants

What's Coming: Gen AI "co-pilots" will proactively suggest candidates, write submittals, update CRM notes, and even negotiate interviews or rates.

Impact: Each recruiter could handle a significantly larger req load, improving fill rates and margins.

5. Predictive Talent Matching & Success Modelling

What's Coming: Models trained on historical placement data will predict best-fit candidates not just for job descriptions, but for client culture, team dynamics, and retention potential.

Impact: Quality-of-hire metrics become more predictable, reducing fall-offs and improving client trust.

6. AI-Generated Client Presentations & Submission Packs

What's Coming: One-click generation of branded resumes, candidate write-ups, and tailored submittal packets based on client preferences.

Impact: Reduces time-to-submit and improves candidate presentation quality, especially for executive or niche roles.

Globus AI

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

AI and machine learning are core to **Globus.ai's** product strategy and value delivery. We use these technologies to automate, streamline, and optimize staffing workflows in the following ways:

Job-Candidate Matching: Our platform uses AI to interpret job orders and match them with the most suitable candidates by analyzing structured and unstructured data (e.g., CVs, job descriptions, interaction history).

Natural Language Understanding (NLU): We leverage large language models (LLMs) from Azure and Google to extract and reason over free-text job orders, emails, and CVs - automatically turning them into structured data.

Vector Search & Semantic Ranking: We combine AI-powered vector search in Elasticsearch with LLMs to deliver highly relevant candidate recommendations based on contextual understanding, not just keyword matching.

AI Agents (Globus Copilot™): We provide AI agents that automate recruiter tasks like candidate follow-up, personalized outreach, and summarizing profiles or interviews - boosting productivity and responsiveness.

Continuous Learning: Our models learn from recruiter decisions and interactions over time, improving the relevance of suggestions and recommendations.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Generative AI is poised to fundamentally reshape Front Office operations in staffing over the next 1–5 years by automating repetitive tasks, improving decision-making, and enabling more personalized candidate and client engagement. Key developments include:

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- AI Assistants for Recruiters: Generative AI will act as an always-on assistant, helping recruiters draft job ads, screen candidates, write outreach messages, and summarize interviews - saving time and increasing output quality.
- Hyper-Personalized Candidate Engagement: AI will tailor communication based on candidate preferences, history, and behavior, improving response rates and conversion while enabling scalable 1-to-1 experiences.
- Faster, Smarter Matching: By combining semantic search, vector embeddings, and LLMs, AI will dramatically improve the speed and relevance of candidate-job matching - even with incomplete or unstructured data.
- Self-Service Portals Powered by AI Agents: Candidates will increasingly interact with intelligent AI agents for tasks like availability updates, role preferences, and feedback—reducing manual workload on recruiters.
- Real-Time Insights and Coaching: AI will support recruiters with real-time guidance, predictions, and nudges based on data patterns, helping them make better, faster decisions.

HfactoR

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We have introduced Gen AI in the recruitment module for the following:

1. Advanced resume parser
2. Matching score of candidate score against a job
3. Job description and skill sets recommendations against a job title
4. Jobs and Candidate recommendations (WIP)

We are currently finishing the development of an automated self-onboarding option for clients who sign-up with us from the website. The entire data migration of payroll will be automated using AI.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Interventions using Gen AI can potentially self serve data to contractors and consultants without the need of Middle and Back Office personnel.

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Ikuru People - Voyager

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Many AI tools have been implemented for our customers, such as AI generated Candidate Profiles to enhance CV submissions and AI generated search strings based on job-specs, all pointing to our AI generated data-pool of 500 million records (far too many to list).

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

No response provided.

IQX

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We have no specific integration plans to add AI to our software but will develop this as our clients request new features.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years

No response provided

Itris

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We use AI in certain areas of the platforms to enhance the user experience and automate key processes such as parsing, assigning, language and more.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

As a business we see AI enhancing a recruiter's day to day, offering them valuable insight into their clients and candidates, enabling them to provide a more detailed, tailored service.

JobAdder

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

JobAdder now integrates with Chat-GPT as well as partner with Roi-AI and Prompt Recruit

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

No response provided

JobDiva

JobDiva uses AI to optimize the way we recruit and deliver the benefits of AI with tools that are meaningful, manageable, and measurable.

For over 20 years, JobDiva has been creating new technologies for the recruiting space, giving our clients the edge over their competitors. In the AI age, we're researching, developing and delivering features and functions that make sense for our industry. We're prioritizing bankable results over fluff and hype.

Our AI solutions help keep personal information private, your team organized and your processes transparent, all while driving value.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Generative AI is already incorporated in different parts of JobDiva Front Office solutions. The AI Assistant uses NLP to automate tedious tasks like resume summaries, writing and posting descriptions, designing interview questions and answers. The upcoming AI initiatives include AI Agents designed to push the boundaries of data-driven efficiency and carry out tasks on behalf of the user such as matching candidates to jobs, autonomously emailing/texting them, and calling and screening them through Voice AI.

LaborEdge

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We've integrated Artificial Intelligence (AI) and Machine Learning (ML) into our solutions to deliver smarter, more efficient healthcare staffing experiences in these areas:

- Real-time Performance Insights: ML models continuously assess worker performance, providing actionable feedback to enhance workforce quality and retention. This not only streamlines operations but also empowers customers with data-driven insights, ensuring better outcomes for healthcare providers, staffing agencies, and workers alike.
- Natural Language Processing (NLP): NLP powers our automated resume parsing and screening, reducing manual effort and speeding up the recruitment process.
- Predictive Analytics: We use ML to forecast staffing demand, helping healthcare providers proactively manage workforce shortages and optimize scheduling.

We look forward to enhancing our solutions with future implementations in these areas:

- AI-driven Candidate Matching: Our ML algorithms analyze vast pools of healthcare professionals to deliver highly accurate candidate-job matches, improving placement speed and quality for staffing agencies and hospitals.
- Personalized Recommendations: AI-driven suggestions improve job opportunities for healthcare workers, while helping agencies find the best-fit candidates for specific roles.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

In the next 1-5 years, Generative AI will revolutionize the Front Office in healthcare staffing, improving efficiency, personalization, and decision-making for staffing agencies, hospitals, and healthcare workers.

- Automated Candidate Sourcing & Engagement: AI-driven chatbots and resume generation will streamline candidate interactions, enhance engagement, and reduce manual work.
- Enhanced Matching & Recommendations: AI will provide dynamic, highly personalized job and candidate matches, improving placement speed and accuracy.
- Predictive Analytics: Generative AI will forecast staffing needs and optimize schedules, reducing over/understaffing.
- Automated Workflow & Document Generation: AI will automate contract creation, compliance checks, and other administrative tasks.
- Personalized Onboarding & Training: AI will create tailored learning paths for healthcare workers, accelerating onboarding and ongoing development.

We anticipate our solutions will become more automated, efficient, and capable of delivering actionable insights, ultimately enhancing the healthcare staffing ecosystem.

Manatal

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

AI is implemented at multiple layers. Upon simple use cases (job description generation) to complex usage (e.g. multilanguage resume parsing, job candidate skill-based matching).

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

We see strong potential use cases enhancing recruiters' capabilities in candidate screening/matching and overall time-saving (e.g. AI candidate - job matching, AI interview in the context of mass-hiring/screening, AI note taking)

Mercury XRM

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Mercury is actively leveraging Microsoft's AI and machine learning capabilities to enhance recruiter productivity, improve decision-making, and deliver more value to our clients. Built on the Microsoft Power Platform and Dynamics 365, Mercury benefits from seamless access to Azure AI, and AI Builder services. These technologies are not positioned as standalone features but as integral components that augment core workflows and improve the overall performance of recruitment processes.

Mercury's AI framework enables recruitment firms to adopt AI in a structured, low-risk, and high-impact way. Clients can choose from a curated set of pre-built AI use cases such as automated job descriptions, sentiment analysis, and intelligent summarization. These AI tools are embedded within the existing Mercury workflow, enabling immediate productivity gains without the need for separate systems or complex implementations. This approach accelerates adoption, drives consultant engagement, and delivers measurable business impact from day one.

Future development will focus on deepening AI's role in candidate profiling, quality scoring, and behavioral analytics. There is also ongoing exploration into agentic AI capabilities, enabling the system to act autonomously within defined parameters. Our AI roadmap is aligned with Microsoft's innovation cycle, ensuring Mercury customers benefit from enterprise-grade, continuously evolving capabilities — all within a secure, compliant environment.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

We anticipate that developments in AI will transform the recruitment Front Office, shifting it from a manual, reactive, task-driven function to a proactive, insight-led and scalable operation. In the near term, generative AI will continue to enhance productivity by automating content creation: job adverts, candidate outreach messages, interview feedback summaries etc. This reduces time-to-market and increases the effectiveness of every candidate or client touchpoint.

Over the medium term, we expect the rise of Agentic AI where systems that take autonomous action within set parameters. This will dramatically reshape how Front Office teams operate. Recruiters will increasingly shift from doing tasks to managing and refining intelligent workflows. Combined with voice interfaces and natural language commands, consultants will be able to delegate admin and insight gathering in real time, allowing them to focus entirely on human relationships and commercial strategy. In this new model, firms that are tech-led and AI-augmented will achieve faster placements, higher margins, greater enterprise value and more scalable growth than their traditional counterparts.

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Recruit CRM

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

AI candidate matching, candidate profile generation, executive report generation, AI call transcriptions.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Core documents (resumes & client presentations) will be completely automated, outreach will also be largely automated and note taking on audio & video calls will also be automated. AI can do prescreen assessments and scoring as well.

Recruit Wizard

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Recruit Wizard currently offers generative AI capabilities around Job Ad & Job Search creation.

We have been deliberate in the offerings we bring to market, making sure they provide actual value and don't just look good in a sales demo.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

The introduction of AI has already started to fundamentally change the game. The advent of Auto-applying tools, that can automatically apply to Job Ads, with 100% generated resumes that perfectly match the Job Ad are bringing about a world where traditional methods of resume screening, Boolean searches etc. are not going to be an effective tool to measure suitability of a candidate to a job opening. Taking human intelligence and applying this to new ways of automated screenings will be key to ensure that this deluge of inbound information is manageable moving forward.

Seven20

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We are working with our customers to build AI-powered features that bring the most value to them.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

We feel AI will facilitate recruiters rather than replace them. There are certain tasks where AI can provide large time (and therefore cost) savings.

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SmartSearch

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Customers are on two different sides of this. Some customers are asking us to confirm that no AI exists in their workflows, while other customers are eager to experiment. Many customers think they want AI, but AI is a "how". We aim to understand the "what" and the "why" of the use case and incorporate AI if it fits and is in line with the compliance tolerances of the organization.

Native within SmartSearch, we provide AI Smart technology for searching and sourcing of talent. AI Smart delivers an artificial intelligence search overlay to identify candidates in your database that are not only a good fit for the job; it scores how well the job is a good fit for the candidate. Whether you're searching for great candidates to fill a job, looking for the perfect job to place a top candidate, or want to find similar candidates in your database, AI Smart provides transparent, easy-to-use tools to get results, fast. Searches can be run using job description settings or from a candidate profile. You decide exactly how AI Smart thinks – and learns – about job qualifications and candidate resumes to identify the best fit.

We have also been asked to orchestrate third party AI providers to perform candidate engagement, screening, qualification. Some have gone so far as to have AI process their hiring workflows. Again, it needs to be in line with the tolerances of the organization.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

No response provided.

StafferLinkASM

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Please see the companies roadmap for reference and consideration. The roadmap is applicable to StafferLink's ASM and VMS product. In the case of AI, we are investigating how the tool can apply AI to reviewing/collecting/evaluating feedback on workers and on how to apply AI in coordinating personnel, which would be integrated into the job scheduling process.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Please see the companies roadmap for reference and consideration. The roadmap is applicable to StafferLink's ASM and VMS product. In the case of AI, we are investigating how the tool can apply AI to reviewing/collecting/evaluating feedback on workers and on how to apply AI in coordinating personnel, which would be integrated into the job scheduling process.

symplr

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

symplr CTM integrates with a number of partner solutions that utilize AI to enhance the CTM platform. **symplr** is actively evaluating opportunities to apply AI/ML techniques in our **symplr** CTM product to improve efficiency and to drive productivity.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

No response provided.

TargetRecruit

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

TargetRecruit has built its own AI Assistance capabilities into the product; we have called this feature 'Co-Pilot'. This saves recruiting users' time by assisting with tasks such as generation of job descriptions, candidate/client summaries and emails. We have also recently introduced AI Agents to help score candidates against jobs and assist the user with scheduling interviews, responding to candidates, as well as refining a short-list of candidates for the open position.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

We anticipate that AI will continue to provide assistance to the recruiting user by bringing further automation capabilities and overall, helping to reduce time to fill, allowing recruiters to concentrate on less system driven interaction and more human touch. AI Agents will automate many menial and time consuming activities in the ATS and allow for increased candidate interactions and faster follow-up.

Teambridge

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

No response provided

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

We see most admin duties being replaced with Agents. Doubling down on our composable platform, **Teambridge** allows you to build out custom AI Agents.

Recruiting Agent:

- Scan and shortlist candidates using AI-driven algorithms
- Automate conversations via emails, SMS, or in-app messaging
- Conduct pre-screening interviews with intelligent chat assessments
- Predict candidate fit using behavioral data and work history

Credentialing Agents:

- Automate document verification (IDs, certifications, work permits)
- Flag missing credentials and sends reminders for renewals
- Sync with compliance databases to check regulatory requirements
- Onboard candidates seamlessly through uploads & signatures

Payroll Agents:

- Automatically cross-check shifts & hours for payroll processing
- Flag discrepancies, like missing shifts and incorrect pay rates
- Ensure payroll compliance with labor laws & union agreements
- Integrate with finance systems for seamless payment processing

Client Management Agent:

- Manage inbound & outbound client communications
- Schedule meetings and follow-ups automatically
- Provide data-driven insights about client engagement & satisfaction
- Resolve issues proactively, improving service quality

NB following the survey on 5 October Teambridge released their AI enhancements. Made up of four key capabilities they combine to deliver the only outcome-oriented AI platform for contingent workforces: Policy Builder: A first-of-its-kind rules engine that enforces compliance across businesses. From union rules to scheduling limits and credentialing requirements, Policy Builder prevents costly compliance mistakes before they happen. Ponder: An always-on analyst that delivers hours of analysis in seconds. Ponder surfaces insights, explains the "why" behind trends, and can even take action, like generating shifts or reaching out to candidates. Automation Engine: The workflow automation layer that orchestrates and activates AI agents whenever the determined criteria and conditions are met, turning manual processes into automated systems, ensuring nothing slips through the cracks.

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Specialists: AI agents that handle recruiting, scheduling, credentialing, and client requests at unprecedented speed and scale. Specialists are fully customizable, no code, and embody an organization's best practices, ensuring work gets done in real time.

TempWorks

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Continuing to assist staffing firms through the adoption curves. The first step has been educating clients on the importance of data hygiene and SOPs. Generative AI is introduced with more directive and predictive AI to come. Areas of most value include search, administrative tasks, support, and data analysis.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Quicker onboarding of recruiters and ability to focus on higher-value touchpoints rather than repetitive administrative tasks.

Tracker

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

We currently provide AI-tools throughout the product and will be expanding to include an AI-voice assistant.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Customers will expect to use natural language to solve their problems within the Front Office of their ATS.

Wurknow

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

WurkNow has already deployed Voice AI Recruiter, Generative AI features such as resume creation, job description creation and other AI features for operational efficiencies.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

AI technology, specifically Generative AI will get more matured, produce more relevant output and will be more domain specific.

Zoho

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How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

The idea is to use **Zoho's** AI, Zia, to match candidates, parse resumes and provide a brief summary, suggest job templates and tags, and pre-screen candidates with questionnaires.

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

Gen AI will automate candidate communication, personalize candidate experience, and summarize interviews in a shorter span of time.

zvoove RecruitNow, Planbition, Go

How are you planning to use – or have already used – artificial intelligence and machine learning in your product to enhance their value to customers?

Cockpit X is all about AI (GenAI, Conversational AI, Automations and a brand new AI Interface).

How do you see developments in AI technology particularly generative AI impacting the Front Office space in the next 1-5 years?

We already see the huge impact with Cockpit X.

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About SIA

Founded in 1989, Staffing Industry Analysts is the global advisor on staffing and workforce solutions. Our proprietary research covers all categories of employed and non-employed work including temporary staffing, independent contracting and other types of contingent labor. SIA's independent and objective analysis provides insights into the services and suppliers operating in the workforce solutions ecosystem including staffing firms, managed service providers, recruitment process outsourcers, payrolling/compliance firms and talent acquisition technology specialists such as vendor management systems, online staffing platforms, crowdsourcing and online work services. We also provide training and accreditation with our unique Certified Contingent Workforce Professional (CCWP) program.

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For more information: staffingindustry.com

Global coverage across the workforce solutions ecosystem

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