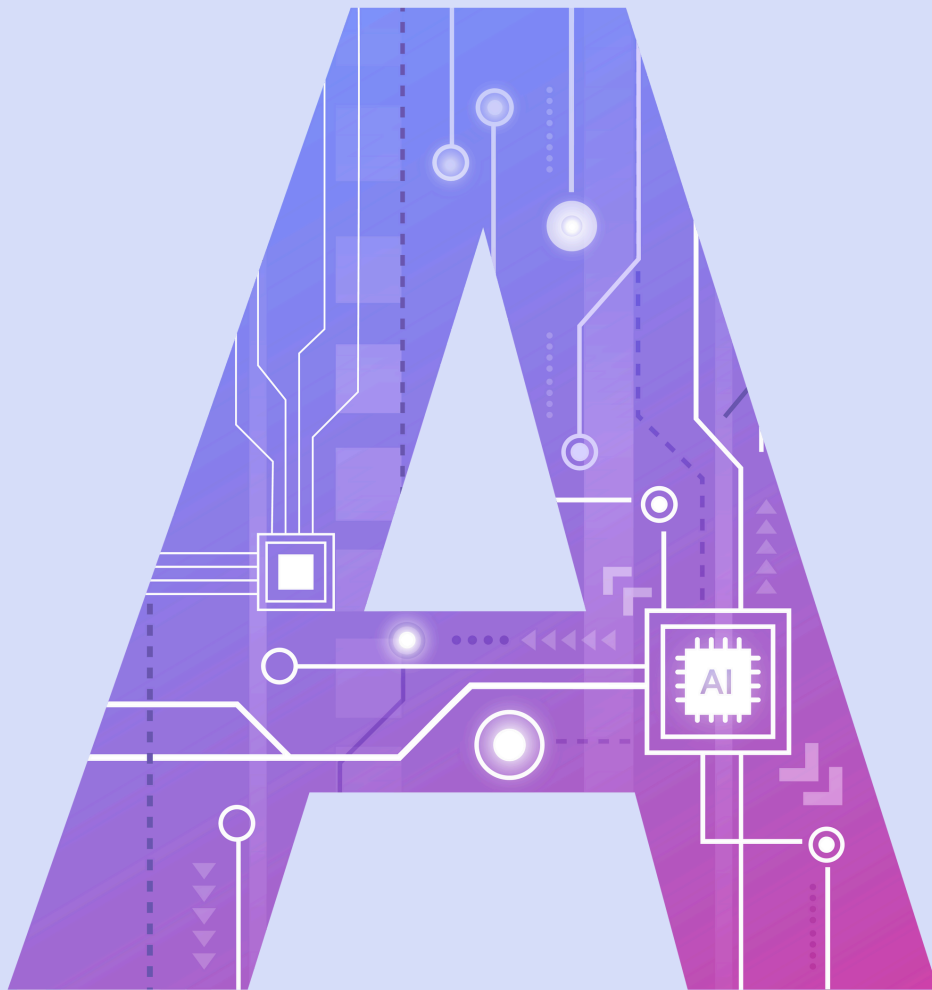


**THE**



# **REVOLUTION IN HIRING**

**HOW ARTIFICIAL INTELLIGENCE IS  
TRANSFORMING THE WAY COMPANIES  
RECRUIT AND STAFF**

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# CHAPTER 1

## THE AI Recruitment Revolution

# INTRODUCTION

Are you ready for the AI revolution in hiring? Artificial intelligence is disrupting traditional recruitment practices in ways that will fundamentally change how you build your workforce. As an HR manager or staffing agency leader, you can't afford to ignore AI's imminent impact on your industry.

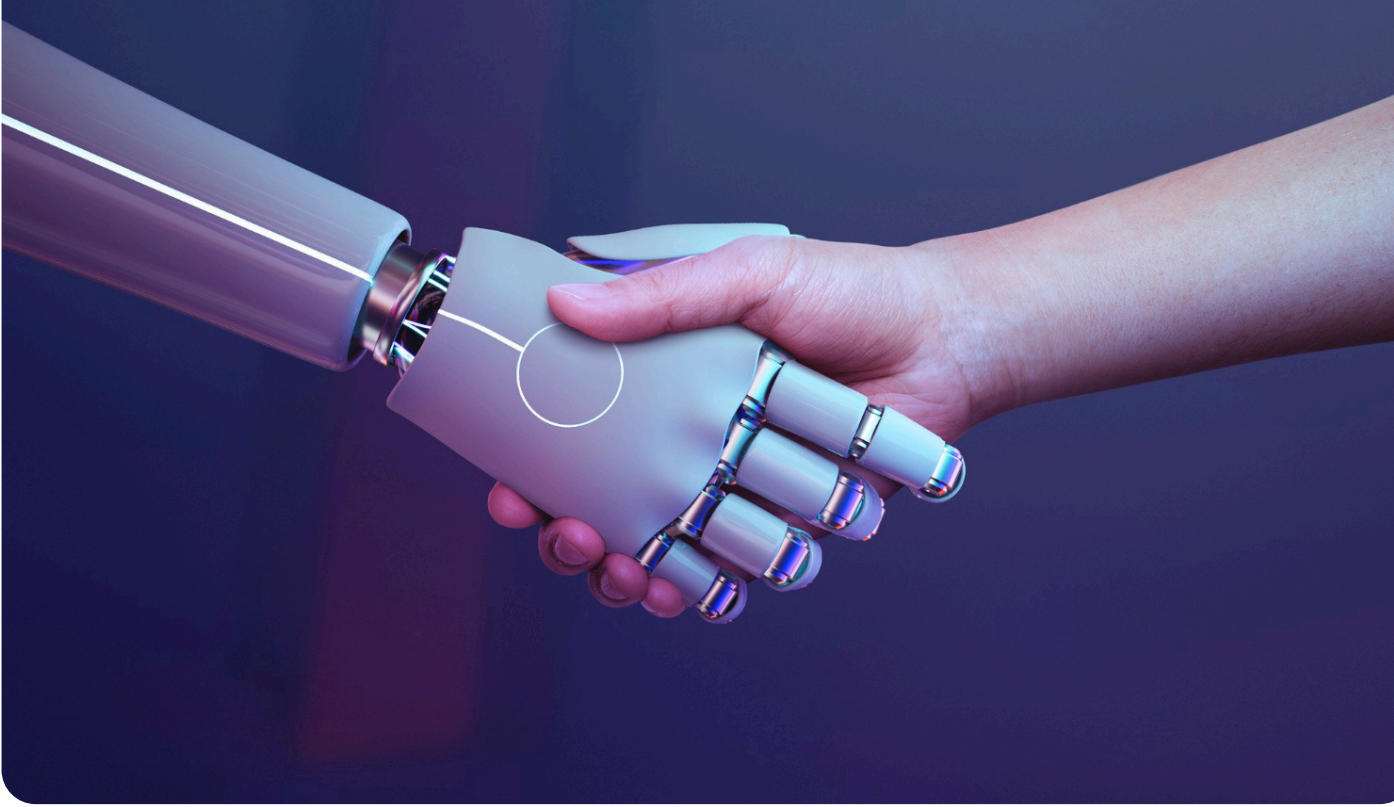
Consider this: 62% of employers were expected to use AI for recruitment by the end of 2017. And 35% of employers globally said AI is the top trend affecting how they hire. This technology is no longer just a buzzword - a game-changer already transforming the hiring landscape.

But what does this mean for you? Will you need to hire as many full-time employees if AI can automate 70% of certain jobs? Will more companies turn to managed AI service providers for their staffing needs? How can you adapt your practices to stay ahead in an AI-driven world?

That's exactly what this eBook answers. Our goal is to educate you on the disruptive potential of AI in recruitment and equip you with strategies to survive and thrive. Get ready to dive into the world of AI-powered hiring and discover how you can leverage this technology to build a stronger, more efficient workforce.







## THE CHANGING LANDSCAPE OF RECRUITMENT

The world of hiring is undergoing a seismic shift. Traditional recruitment methods that have served you well for years are about to be disrupted by the rise of artificial intelligence. As an HR manager or staffing agency leader, you must be ready for this AI-driven future.

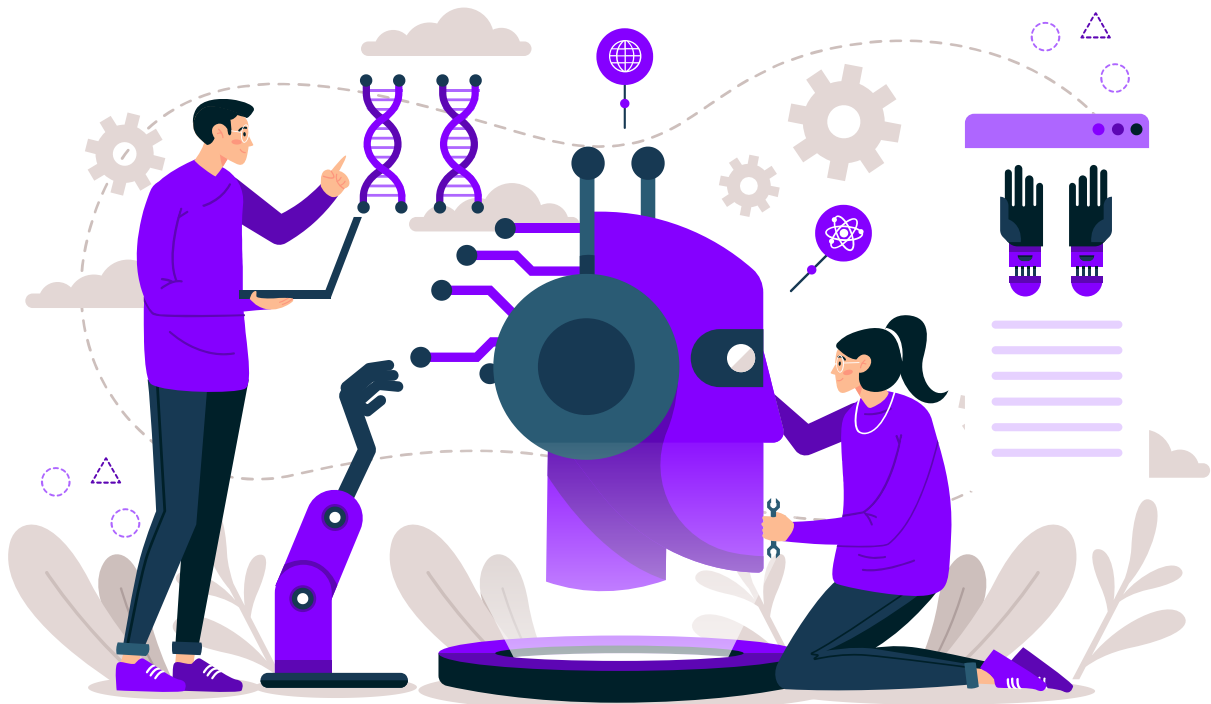
Today, your hiring process likely involves a lot of manual work - sourcing candidates, screening resumes, scheduling interviews, and more. On average, recruiters spend up to 30 hours weekly on these repetitive administrative tasks. This is time-consuming and opens the door for human biases to influence decisions. Nearly 50% of HR managers admit that unconscious bias affects candidates' selection.

AI is a game-changing technology poised to transform every stage of recruitment. AI-powered tools can analyze thousands of resumes in seconds to identify top candidates. They can predict the best-fit candidates based on skills, experience, and personality traits. AI can automate interview scheduling and even conduct initial screening interviews via chatbots.

The potential gains are immense. AI can help you dramatically reduce time-to-hire, lower recruitment costs, improve candidate quality, and enhance the overall candidate experience. Early adopters are already reaping the benefits - 43% of HR professionals currently use AI in their hiring processes.

But AI is not just a nice-to-have. This transformation is inevitable, with the global AI recruitment market expected to exceed \$1.8 billion by 2030. Companies that don't adapt risk falling behind in the race for talent.

You have a pivotal role in this transition as an HR or staffing leader. You need to get ahead of the curve by understanding AI's capabilities, piloting AI tools, and upskilling your team to work effectively alongside this technology. The future of hiring is here - and AI powers it. Is your organization ready?





## THE RISE OF AI-AUTOMATED JOBS

AI has the potential to automate up to 70% of the tasks in certain job functions. That's right, most work in areas like sales, marketing, customer service, and even software engineering could be handled by intelligent machines shortly.

You're likely wondering what this means for your hiring strategies. If AI can take on such a significant portion of job responsibilities, will you still need to hire as many full-time employees? The short answer is probably not.

The implications are profound. As AI advances and automates more tasks, the demand for human workers in certain roles will inevitably decrease. A report by McKinsey estimates that by 2030, up to 14% of the global workforce may need to switch occupational categories due to AI-driven disruption.

But before you start envisioning a dystopian future where robots have taken over, consider this: the rise of AI also presents incredible opportunities to rethink and optimize your staffing approach. Rather than viewing AI as a threat, embrace it as a tool to augment and enhance human capabilities.



Imagine a world where AI handles repetitive, time-consuming tasks, freeing your employees to focus on higher-value work requiring creativity, critical thinking, and emotional intelligence. By strategically integrating AI into your workforce, you can create a powerful synergy between humans and machines, ultimately driving greater efficiency and productivity.

However, this shift demands a proactive approach. You'll need to reassess your hiring needs, identifying which roles are most susceptible to automation and which will continue to require human touch. This may involve upskilling your existing staff to work alongside AI or even creating new positions that leverage the unique strengths of humans and machines.

The rise of AI-automated jobs is not a trend to fear but rather an opportunity to grab. By staying ahead of the curve and adapting your staffing strategies, you can position your organization for success in an increasingly AI-powered world.





## LEVERAGING MANAGED AI SERVICES

As AI continues transforming the hiring landscape, a new breed of service providers is emerging to help you harness its power: managed AI service providers. These companies specialize in developing, implementing, and maintaining AI solutions tailored to your recruitment needs. And they're growing fast - the global AI market is projected to skyrocket in the coming years.

Partnering with a managed AI service provider opens up exciting opportunities to optimize your staffing approach. One key advantage is the ability to leverage part-time human staff alongside AI. Rather than fully replacing your recruitment team, AI can automate repetitive tasks like resume screening and initial candidate assessments. This frees your human employees to focus on higher-value activities requiring emotional intelligence and strategic thinking.

Imagine your recruiters spending less time sifting through resumes and more time engaging with top candidates, crafting compelling job offers, and building relationships with talent. By letting AI handle the time-consuming grunt work, you can elevate the role of your human staff and create a more rewarding work experience.

But the benefits don't stop there. Adopting a hybrid staffing model that combines AI with part-time human staff can drive significant efficiency gains and cost savings. AI can quickly process vast data and identify the most qualified candidates. This accelerates your time-to-hire and reduces the risk of losing top talent to competitors.

Moreover, you may not need to hire as many full-time recruiters by leveraging AI for certain tasks. This allows you to scale your recruitment capacity up or down based on demand without the overhead costs of a larger permanent staff. You can engage part-time or contract recruiters as needed, creating a more flexible and cost-effective talent acquisition function.

Of course, successfully implementing a hybrid AI staffing model requires careful planning and the right expertise. That's where managed AI service providers come in. They can guide you through the process, helping you identify which tasks to automate, how to integrate AI with your existing systems, and how to train your human staff to work effectively alongside AI.

# ADAPTING HR AND STAFFING FOR THE AI AGE

One key step is to develop the right mix of human and AI talent within your organization. This isn't about replacing your recruiters with robots but leveraging AI to automate repetitive tasks and free up your human staff for higher-value work. By strategically integrating AI into your workflows, you can create a collaborative environment where humans and machines work together seamlessly.

But to truly thrive in the age of AI, you also need to invest in upskilling your staff. Your recruiters must learn to work effectively alongside AI, interpret its outputs, provide feedback to improve its algorithms, and focus on tasks requiring emotional intelligence and strategic thinking. This may involve providing training on AI technologies, data analysis, and new recruitment methodologies.

As you navigate this transition, consider developing a long-term roadmap for AI implementation. Start by identifying which parts of your hiring process are ripe for automation, and gradually introduce AI tools while closely monitoring their impact. Engage your staff in the process, gathering their input and addressing any concerns they may have about job security or changing roles.

Remember, the goal is not to replace your human recruiters but to empower them to be more effective and strategic. By combining AI's speed and efficiency with human recruiters' creativity and empathy, you can build a hiring function that's more than the sum of its parts.



## CASE STUDIES

Want to see the power of AI in recruitment in action? Just look at these companies that have successfully integrated AI into their hiring processes:

- Electrolux, the home appliance manufacturer, saw an 84% increase in application conversion rate and a 9% decrease in hiring time after implementing an AI-powered recruitment platform.
- Unilever reduced hiring time by 90% and increased diversity hires by 16% using HireVue's video interviews and AI assessments to filter candidates.
- FirstJob, an online recruitment firm, automated up to 75% of their qualifying process and increased recruiter efficiency by 38% with Mya, an AI chatbot that conducts pre-screening.

These real-world examples showcase AI's tangible benefits to your recruitment efforts - from saving time and costs to enhancing candidate quality and diversity. The proof is in the results - AI is improving hiring.

# CONCLUSION

We've discussed the transformative impact of AI on the hiring landscape. From automating repetitive tasks to reducing bias and enhancing candidate experience, AI is revolutionizing how companies recruit and staff their workforce.

As you've seen, the future of recruitment is undeniably AI-powered. Imagine a world where your hiring process is streamlined, efficient, and data-driven, where you can focus on building relationships with top talent. At the same time, AI handles the time-consuming grunt work. That future is not far off –it's already here for companies adopting AI recruitment solutions.

If you're ready to take your hiring to the next level, our AI software is the perfect place to start. Designed specifically for HR managers and staffing agencies like you, our solution harnesses the power of AI to help you find, engage, and hire the best candidates faster than ever before.

So what are you waiting for? Take the first step towards a smarter, more efficient hiring process. Schedule a demo of our AI software today and experience the difference yourself. The future of recruitment is here – and with AI on your side, there's no limit to what you can achieve.

# CHAPTER 2

## THE AI Recruitment Revolution

# INTRODUCTION

Are you struggling to win the war for talent? Tired of losing out on the best candidates to your competitors? The secret weapon you've been looking for is AI-powered recruitment.

Imagine being able to evaluate every single applicant, no matter how many apply. AI makes it possible to use advanced algorithms to analyze resumes, assess skills, and identify the candidates who are the absolute best fit for your open roles. No more relying on keyword matching that causes you to miss hidden gems.

By leveraging AI, you'll hire top talent and retain them. Employees hired through AI-driven processes will likely be top performers who stay with your company longer. AI enables you to look beyond surface-level qualifications to find candidates who align with your culture and will thrive long-term.

In this eBook, you'll discover how to harness the power of AI to transform your hiring.





## THE PROBLEM WITH TRADITIONAL RECRUITMENT

Traditional recruitment methods are riddled with problems that lead to poor quality hires and high turnover. When you rely on keyword matching to filter candidates, you're likely eliminating highly qualified individuals because their resume doesn't contain the exact terms you're looking for. It's an incredibly time-consuming and inefficient process that often results in overlooking exceptional candidates.

Even if you identify a few promising applicants, the limited interview process makes it nearly impossible to assess their fit truly. With time to meet only a small fraction of candidates, you lack the insights to determine the best matches for your roles and culture.

The consequences of these flawed recruitment practices are severe. Poor quality hires lead to lost productivity, as ill-suited new employees struggle to perform effectively. Staff morale takes a hit as team members are forced to pick up the slack. The high turnover that inevitably results comes with exorbitant monetary costs—the average cost of replacing an employee can range from 50% to 200% of their annual salary

It's a vicious cycle, but there is a solution. By leveraging the power of AI, you can comprehensively and efficiently evaluate every candidate to uncover the true gems that will drive your business forward. Are you ready to revolutionize your hiring and build your dream team?







## HOW AI IS REVOLUTIONIZING RECRUITMENT

Imagine being able to efficiently evaluate every single applicant, no matter how many resumes flood your inbox. With AI, it's possible. Advanced algorithms can analyze resumes, assess skills, and identify the candidates who are the best match for your open roles - all at lightning speed. No more wasting time on manual screening.

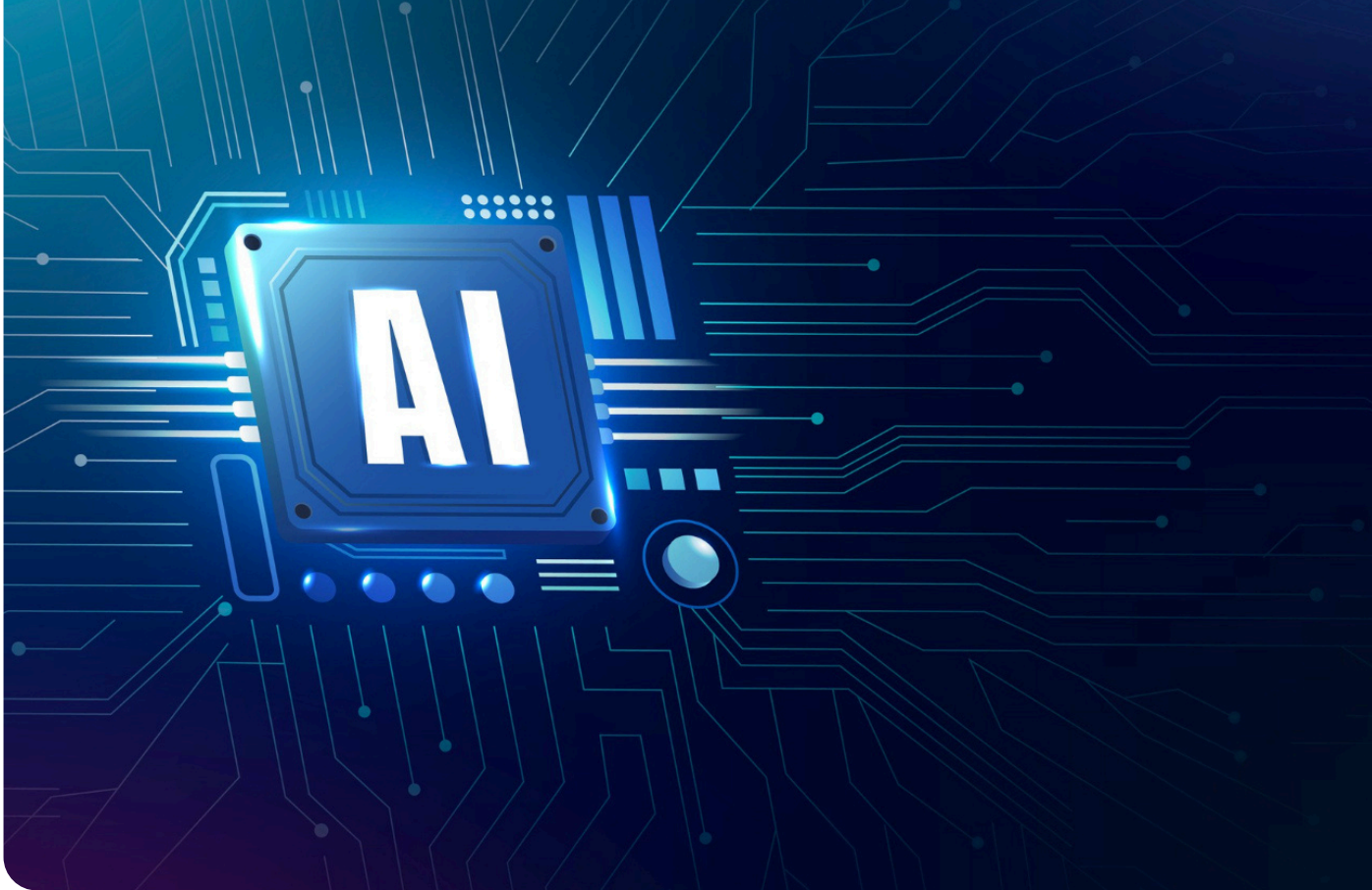
But AI goes beyond just finding keyword matches. It can conduct comprehensive assessments and interviews, giving you a holistic view of each candidate's qualifications, competencies, and cultural fit. You'll gain deep insights that traditional methods can't provide.

Perhaps most importantly, AI enables unbiased, data-driven decision-making. By relying on objective criteria and algorithms, you can minimize the impact of unconscious biases and ensure a fair evaluation process for every candidate. Diversity, equity, and inclusion can become natural outcomes of your hiring.

The proof is in the results. Global tech giant Unilever implemented AI recruitment and saw astounding outcomes. They achieved a 16% increase in hiring diversity, 35,000 hours of recruiter time saved, and a 50% reduction in time to hire. Candidates even reported a more engaging and satisfying application experience.







## THE BENEFITS OF AI-POWERED HIRING

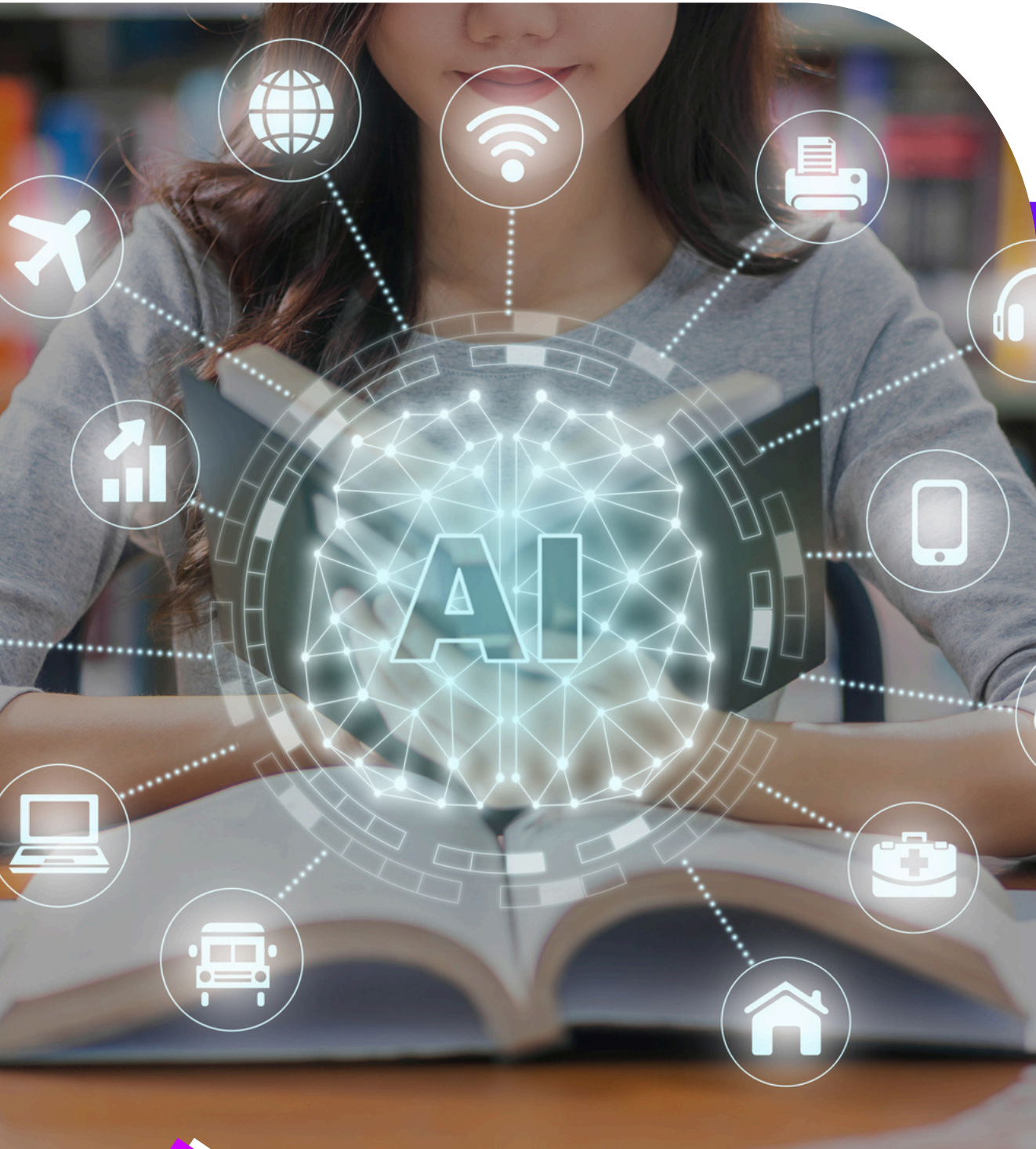
AI enables you to make higher-quality hires. By comprehensively evaluating every candidate, AI surfaces those with the best job fit. This leads to superior on-the-job performance and stronger retention. Say goodbye to the costly revolving door of employee turnover.

AI also turbocharges your efficiency and speed. No more wasting countless hours manually screening resumes. AI can evaluate thousands of candidates in the time it takes you to review just a handful. Imagine filling roles in days instead of weeks or months.

But it's not just about efficiency. AI powers a more engaging, personalized candidate experience. Automated communication keeps candidates warm, while intelligent job matching connects them with their ideal role. In today's competitive market, delivering a standout candidate experience is non-negotiable.

The bottom line? Adopting AI gives you a massive advantage in the war for talent. After adopting AI recruitment, Unilever saw a 16% increase in hiring diversity, a 90% reduction in time to hire, and \$1M in annual cost savings.

Don't get left behind. The future of hiring is AI-powered, and the benefits are too compelling to ignore.





# CONCERNS AND MISCONCEPTIONS

You may be concerned about AI taking over recruitment, but rest assured, it's here to augment human judgment, not replace it. The key is to use AI ethically and responsibly.

Transparency is crucial. Candidates should understand how AI is used in the hiring process and how decisions are made. Look for AI solutions that provide clear explanations for their recommendations.

Equally important is ensuring the AI is unbiased. This requires diverse training data, regular auditing, and built-in safeguards against discrimination. Reputable AI vendors will have robust anti-bias measures in place.



# IMPLEMENTING AI RECRUITMENT

You're convinced of the power of AI recruitment - now it's time to make it a reality in your organization. But where do you start?

1. Assess your company's readiness: Do you have the right data, processes, and culture to support AI? Engage stakeholders across the business to get their input and buyin.
2. Choose the AI solution that best fits your needs: Look for a vendor with deep expertise in your industry and a track record of success. Make sure the tool can integrate with your existing HR tech stack.
3. Start with a pilot program to prove the concept and measure results: Track key metrics like time to hire, candidate quality, and diversity. Use these insights to build a business case for scaling AI recruitment across your organization.
4. Don't forget to partner closely with IT and legal throughout the process: IT will ensure the AI system meets your security and technical requirements, while legal will help navigate compliance issues.

# CONCLUSION

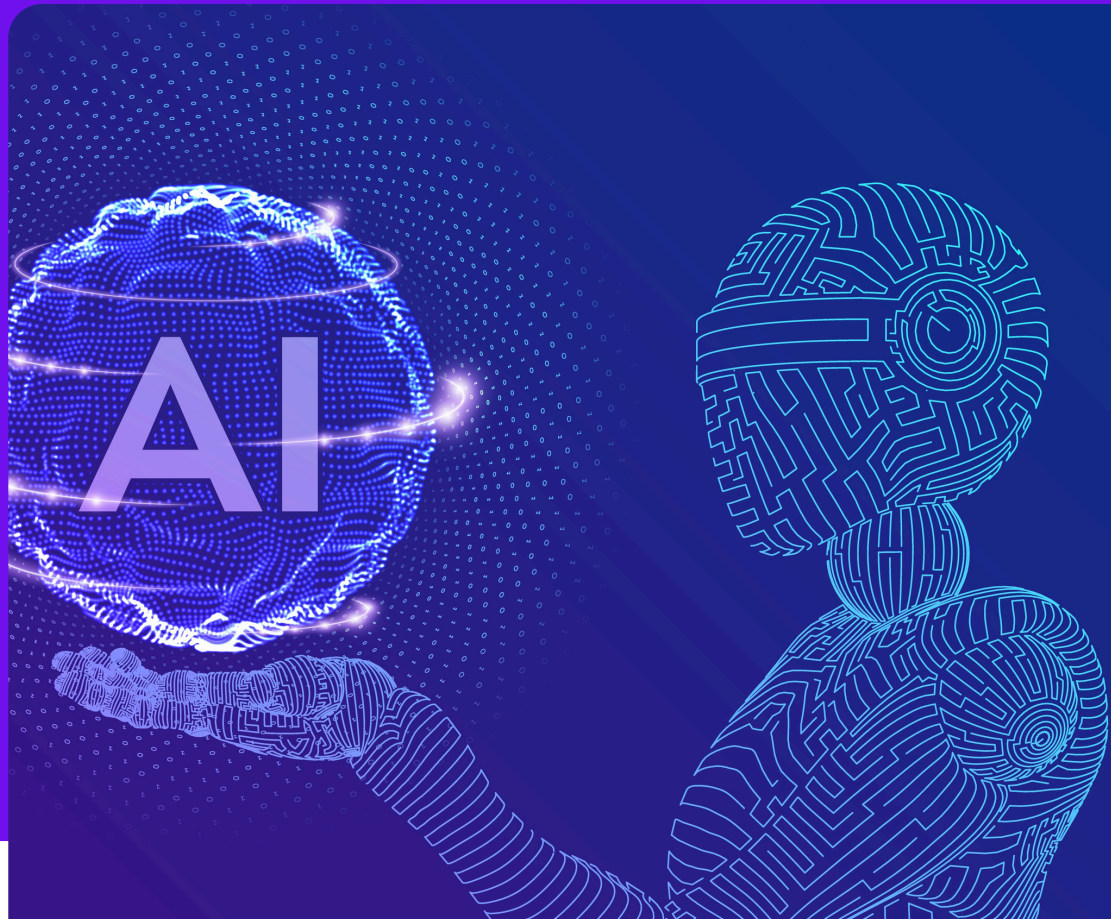
The future of hiring is here, and AI powers it. Don't get left behind; your competitors use this game-changing technology to build their dream teams. Adopt AI recruitment now and witness the transformation in your hiring outcomes. Ready to revolutionize your hiring? Visit our website to learn more and schedule a demo today. The future of recruitment is AI, and it starts with you.

# CHAPTER 3

## AI Recruitment Revolution

# INTRODUCTION

Artificial Intelligence (AI) is revolutionising the recruitment landscape, offering solutions to the age-old challenges that HR managers and staffing agencies face. Traditional recruitment methods often struggle with inefficiencies, biases, and overwhelming applications. These issues can lead to poor hiring decisions and a time-consuming process. However, AI-powered recruitment tools are changing the game. By automating repetitive tasks, enhancing candidate matching, and reducing unconscious bias, AI makes the hiring process faster, more accurate, and fairer. In this eBook, we'll explore how AIWorkerz can transform your recruitment strategy, making it more efficient and effective.







## THE AI-POWERED RECRUITMENT REVOLUTION

Traditional recruitment methods rely heavily on manual processes, limiting access to diverse talent pools and often engaging only active job seekers. This results in a narrow scope of candidates and a time-consuming hiring process.

AI transforms the hiring process by automating repetitive tasks like resume screening and candidate sourcing. It leverages algorithms to match candidates to job specifications more accurately, reducing human error and bias. AI can scan vast amounts of data, ensuring you find the best fit faster and more efficiently.

The key benefits of AI in recruitment include increased efficiency, precision in candidate matching, and a significant reduction in unconscious bias. Integrating AI allows you to streamline your hiring process, save valuable time, and make more informed decisions, ultimately enhancing your recruitment strategy.





# UNDERSTANDING THE AIWORKERZ RECRUITMENT PROCESS

## Initiating the Hiring Process

When your company identifies the need for a new hire, the first step is to create a comprehensive job specification. This detailed description outlines the skills, experience, and qualifications needed for the role, ensuring the recruitment process is targeted and efficient.

## Candidate Sourcing and Profiling

Next, you perform a candidate search using AIWorkerz. This involves importing URLs from LinkedIn Recruiter to gather a pool of potential candidates. AIWorkerz then creates full candidate profiles, compiling information from various sources to provide a comprehensive view of each candidate. This step ensures that you have a diverse and qualified pool of candidates to consider, streamlining the initial stages of recruitment.

## AI-Driven Candidate Evaluation

AIWorkerz rates candidate profiles against your job specifications, ensuring a precise match. The system then sends personalised emails to candidates who meet the criteria, inviting them to apply. As CVs are received, AIWorkerz evaluates them against the job specs, further narrowing the pool to the most suitable candidates. This automated process saves time and increases the accuracy of candidate selection.

## AI-Powered Interview Process

Candidates who pass the initial evaluation can participate in AI-based chat interviews. These interviews are conducted by AIWorkerz, which then rates the candidates based on their responses. The system produces a detailed AI rating summary, highlighting the best fit for the role. This step ensures that only the most qualified candidates proceed to the final stages of the hiring process.

## Human Touch: AIWorkerz Recruitment Consultant

Despite the power of AI, the human touch remains crucial. AIWorkerz recruitment consultants validate the top candidates, ensuring they meet all necessary criteria. They prepare a final report for the client, detailing each candidate's strengths and fit for the role. This ensures quality control and compliance, providing confidence in the AI-driven process.

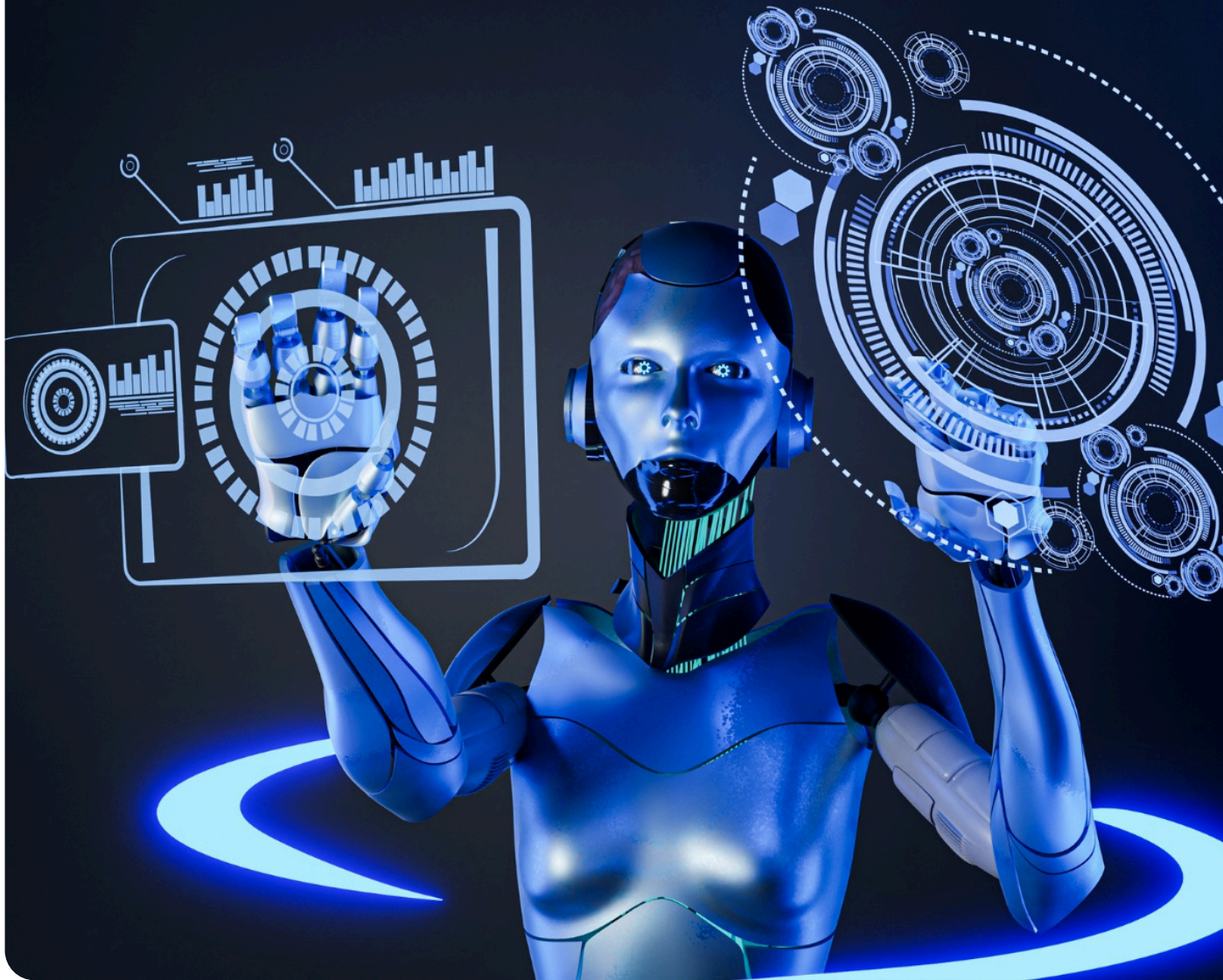
## Client Handover

Finally, the best candidates are presented to the client. This streamlined process ensures you receive a shortlist of highly qualified candidates, making the final selection process straightforward and efficient. With AIWorkerz, you can trust that the candidates presented best fit your needs.

# IMPLEMENTING AI RECRUITMENT IN YOUR ORGANIZATION

Integrating AI into your recruitment process involves a few strategic steps.

1. Start by assessing your current workflows and identifying areas where AI can add the most value, such as resume screening or candidate sourcing.
2. Select AI tools that align with your needs and ensure they integrate seamlessly with your existing systems.
3. Address common concerns like data privacy, system compatibility, and potential biases in AI algorithms.
4. Engage your IT team and stakeholders early to ensure a smooth transition.
5. Training your team is essential for effectively leveraging AI. Provide foundational knowledge of AI concepts and hands-on experience with AI tools.
6. Emphasise ethical considerations and the importance of unbiased data input.
7. Continuous learning and adaptation will help your team stay updated with AI advancements, ensuring long-term success in your recruitment strategy.



## THE FUTURE OF AI IN RECRUITMENT

AI-powered hiring is rapidly evolving, with trends like autonomous recruitment agents and advanced candidate matching leading the way. As AI continues to integrate into recruitment, expect more efficient, unbiased, and data-driven processes. Prepare your team by staying updated on these trends and investing in AI training to stay competitive in this dynamic landscape.

# CONCLUSION

AI recruitment offers unparalleled efficiency, precision, and reduced bias, transforming your hiring process. Collaborate with AIWorkerz to streamline candidate selection, improve hiring decisions, and stay ahead in the competitive recruitment landscape.

Start leveraging AI today to revolutionise your recruitment strategy and effortlessly secure top talent.



# CHAPTER 4

## AI-driven Talent Acquisition

# INTRODUCTION

In 2024, AI-driven talent acquisition is revolutionizing how companies find and hire top talent. You're likely aware that the recruitment landscape is changing rapidly, but did you know that 88% of companies globally already use AI in some way for HR? This eBook will guide you through the latest best practices in AI-driven recruitment, helping you stay ahead of the curve.

As a Human Resource Manager or Staffing Agency director, you'll discover how to leverage AI tools to enhance recruitment processes, reduce bias, and make data-driven decisions.





## AUTOMATED RESUME SCREENING

Automated resume screening uses AI and machine learning to streamline the hiring process. When candidates submit resumes through job portals or company websites, these documents are fed into an Applicant Tracking System (ATS). The ATS scans resumes for specific keywords, skills, and experiences that match the job description. The system ranks candidates using predefined criteria based on how closely their resumes align with the job requirements. This process speeds up initial screening and ensures a more objective evaluation by focusing on relevant qualifications rather than subjective factors.





## ENHANCED CANDIDATE SOURCING

AI-driven candidate sourcing revolutionizes finding and engaging top talent. AI tools scan vast online databases, including job boards, professional networks, and social media, using parameters like job titles, skills, and locations. These tools employ Natural Language Processing (NLP) to understand the context of candidate profiles, going beyond simple keyword searches to identify relevant skills and experiences. By analyzing large datasets, AI algorithms match candidates to job requirements more accurately and objectively. This automation speeds up the sourcing process and reduces bias, ensuring a diverse and qualified candidate pool.



## PERSONALIZED CANDIDATE EXPERIENCE

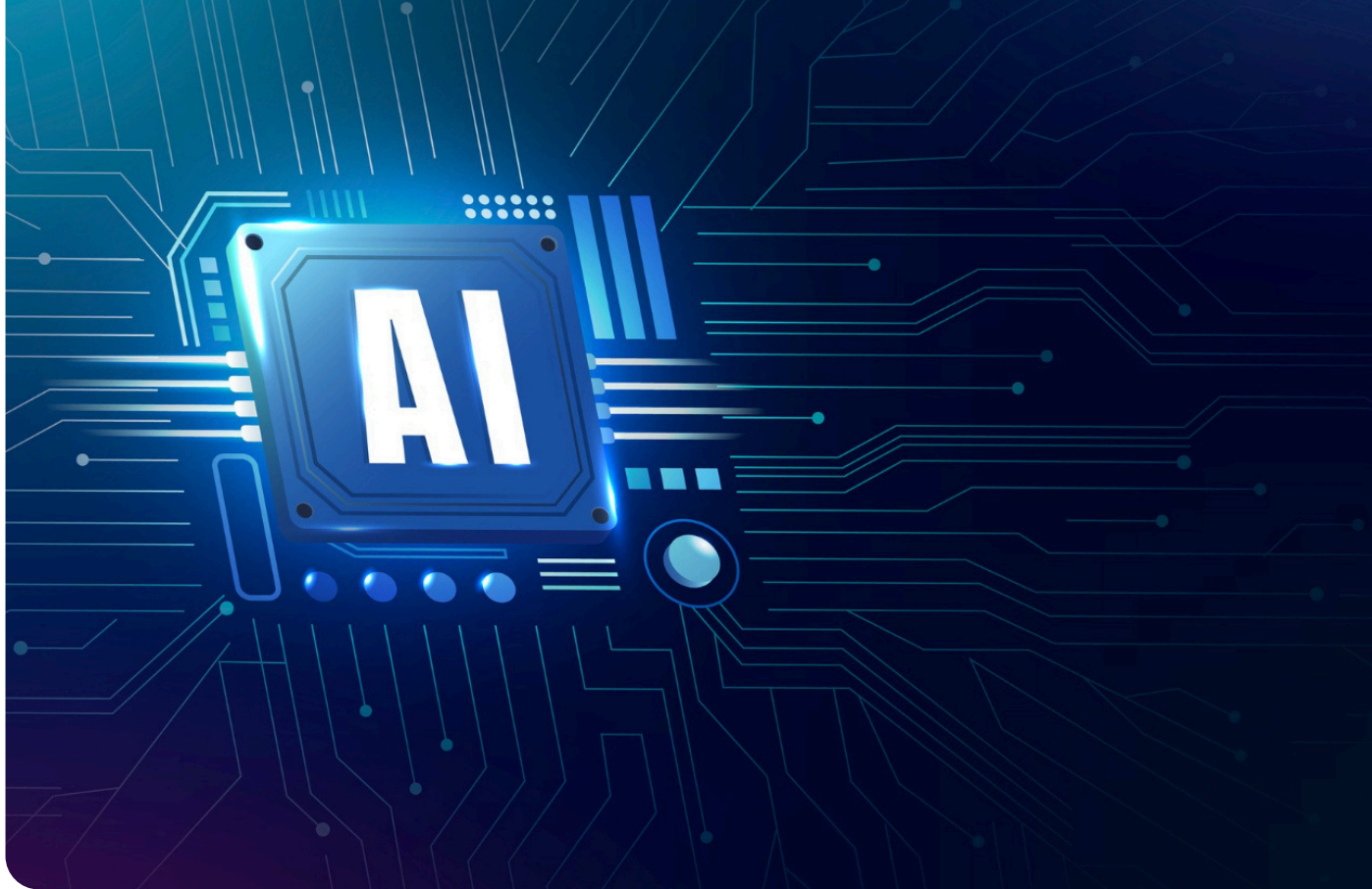
AI transforms candidate engagement by tailoring interactions to individual needs. AI tools analyze candidate data, such as job preferences and application history, to provide personalized job recommendations and content. Chatbots and virtual assistants offer real-time, customized communication, answering queries and guiding candidates through the application process. These tools can also send automated, personalized follow-ups and updates, ensuring candidates feel valued and informed. It helps you create a seamless, engaging, personalized experience that enhances candidate satisfaction and improves your employer brand.



# INTELLIGENT CHATBOTS

Intelligent chatbots revolutionize candidate interactions by automating routine tasks and enhancing communication. These AI-driven tools use Natural Language Processing (NLP) to understand and respond to real-time candidate inquiries. When a candidate visits your career site, the chatbot can instantly answer FAQs, gather essential information, and pre-screen applicants based on predefined criteria. It can also schedule interviews by coordinating available times between candidates and recruiters. By handling these repetitive tasks, chatbots free up your team to focus on strategic activities, ensuring a smoother and more efficient hiring process while maintaining a personalized candidate experience.





## AUTOMATED INTERVIEW SCHEDULING

Automated interview scheduling streamlines the coordination of interviews by leveraging AI and calendar integration. When a candidate reaches the interview stage, the system accesses the availability of recruiters and hiring managers by syncing with their calendars. It then provides candidates with available time slots, allowing them to choose the most convenient option. This eliminates the need for back-and-forth emails and phone calls. The system can also send automated confirmations and reminders via email or SMS, ensuring everyone stays informed and reducing no-shows. This process saves time and enhances the candidate experience by offering flexibility and transparency.





## VIDEO ASSESSMENTS

AI-driven video assessments streamline candidate evaluation by combining video technology with advanced analytics. Here's how it works: candidates record responses to pre-set questions at their convenience. AI algorithms then analyze these videos for verbal and nonverbal cues, such as facial expressions, tone of voice, and body language, to assess skills like communication, problemsolving, and cultural fit. Natural Language Processing (NLP) transcribes and examines responses for relevant keywords and competencies. This process provides detailed performance metrics, enabling objective, data-driven hiring decisions while reducing bias and enhancing overall efficiency.

# PREDICTIVE ANALYTICS

Predictive analytics revolutionizes hiring using historical data and machine learning algorithms to forecast candidate success and retention. Here's how it works: AI tools analyze past hiring data, including resumes, job performance metrics, and employee turnover rates, to identify patterns and trends. These insights help predict which candidates are most likely to excel in specific roles. The system evaluates various factors, such as skills, experiences, and even social media activity, to generate a success probability score for each candidate. This data-driven approach enables you to make more informed hiring decisions, reduce turnover, and build a more diverse workforce.





## BIAS REDUCTION

AI reduces hiring bias by focusing on objective data and removing human subjectivity. Here's how it works: AI algorithms are trained on diverse datasets to identify and evaluate candidates based on skills and qualifications rather than demographic factors. These algorithms use Natural Language Processing (NLP) to analyze resumes and applications, ensuring that only relevant job-related information is considered. Additionally, AI tools can anonymize candidate information, such as names and photos, during the initial screening process. By standardizing evaluations and continuously monitoring for biases, AI ensures a fairer, more equitable hiring process, promoting diversity and inclusion.





## DATA-DRIVEN INSIGHTS

Data-driven insights revolutionize recruitment by leveraging analytics to optimize every step of the hiring process. Here's how it works: AI tools collect and analyze vast amounts of data from various sources, such as resumes, job boards, and social media profiles. These tools use machine learning algorithms to identify patterns and trends, providing actionable insights into candidate sourcing, screening, and selection. For example, you can track which job boards yield the most qualified candidates or analyze interview performance data to identify the best predictors of job success. Using these insights, you can make more informed decisions, reduce hiring costs, and improve overall recruitment efficiency.



# INTERNAL MOBILITY AND EMPLOYEE RETENTION

AI enhances internal mobility and employee retention by creating dynamic talent marketplaces and personalized career paths. Here it works: AI-driven platforms integrate with your existing HR systems to gather data on employee skills, experiences, and career aspirations. These platforms use machine learning algorithms to match employees with internal job opportunities that align with their profiles. AI can predict future skill needs and recommend personalized learning and development programs. By proactively connecting employees with growth opportunities and addressing skill gaps, AI fosters a culture of continuous development, reduces turnover, and ensures that talent is effectively utilized within your organization.

