

# AI Helps VITAL Streamline its Recruitment Process

## The Client

Vital is a central agency for Corporate Shared Services of Singapore Public Service. Established under the Ministry of Finance, Vital manages and transforms corporate service delivery for whole-of-Government. To improve efficiency and governance, they aggregate common corporate services such as HR and payroll, finance, and procurement within the public sector. Currently, Vital serves more than 110,000 public officers across 100 agencies.

## The Business Challenge

Vital had a recruitment system and a ready database of qualified candidates. They wanted to experiment with emerging technologies such as Artificial Intelligence (AI) and automation to streamline their recruitment processes and improve hiring outcomes.

It wanted to leverage technology and machine learning to create a ready pool of qualified candidates, improve candidate-job matching capabilities and reduce the time and cost to hire within the public service.

## The XOPA Solution

XOPA's AI Recruiter Solution is helping Vital in reducing the time and cost to hire within the public service. It has also enhanced their existing recruitment capabilities.

### XOPA's AI Recruiter Solution has features that help in:



Masking personal information in the resume to maintain objectivity and promote inclusiveness in hiring

Automating candidate screening and matching powered by AI to ensure unbiased candidate selection



Automating the hiring process with the help of Robotic Process Automation (RPA)

Improving the candidate's experience and shortening the hiring lead time with talent pooling capabilities



Deepening candidate engagement and enhancing virtual assessment capabilities

Vital aims to harness XOPA's AI and Machine Learning (ML) capabilities and patented algorithms to improve their recruitment process.

## Business Impact

XOPA's AI Recruiter Solution is involved in VITAL's pilot with the aim to reduce the time and cost to hire within the public service and enhance their existing recruitment capabilities.

To know more about XOPA's AI Recruiter Solution, visit [xopa.com](http://xopa.com)

VITAL is in a unique position within Singapore Public Service to experiment with emerging technologies such as AI, automation. With a capable recruitment system and ready database of qualified candidates, we foresee more effective, efficient hiring processes. We look forward to partner with XOPA.

– Dennis Lui  
Chief Executive, VITAL