

The 2012 Baker's Dozen Customer Satisfaction Ratings: Talent Management Software

HRO Today's Baker's Dozen rankings are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the *HRO Today* staff. We collect feedback annually through an on-line survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider. In order to determine an overall ranking, we analyze results across three subcategories: service breadth, deal sizes and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables on page 20 represent those calculated scores; we include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available we do vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

1. Lumesse

Web site: www.lumesse.com

Lumesse helps customers globally to implement local talent management initiatives that identify, nurture, educate and develop the right people, in the right place, at the right time. Our multi-cultural background and presence means we understand how to deliver talent solutions that work the way our customers work, as individuals and as teams, because no two people, organizations or cultures are the same. We work with 1,900 customers in more than 70 countries. Our integrated talent management and learning solutions are comprehensive, intuitive, secure and available in more than 50 languages.

No. of subscribers in 2011: 2,000

Key clients in 2011: Nike, GlaxoSmithKline, Merck, RBS, Virgin Atlantic, Sara Lee

Services provided:

- Recruiting
- Onboarding
- Learning management
- Performance management
- Compensation management
- Skills and competency management
- 360 degree feedback
- Career and succession planning
- HR analytics

2. myStaffingPro (HR Services Inc.)

Web site: www.mystaffingpro.com

For almost 15 years, HR Services Inc. has been developing technology that streamlines, simplifies, and drives the applicant workflow and hiring process. Our core solution, myStaffingPro, is a comprehensive web-based applicant tracking system (ATS) that offers applicant tracking, candidate recruiting, and onboarding in a scalable, configurable

solution. With more than 500 clients, myStaffingPro isn't limited by industry, browser or integration requirements; its SaaS model makes it accessible from anywhere and anytime and it offers unlimited integration capabilities into background checking, HRIS, learning, and performance management systems.

No. of subscribers in 2011: More than 500 clients, 49,000 users

Key clients in 2011: HCR ManorCare, GE Money, FGX International, Harry & David

Services provided:

myStaffingPro Elevate Recruiting Software:

- Social media tools; job distribution to search engines; employee referrals; career branding

myStaffingPro Applicant Tracking Suite:

- Recruiting features:
Post job openings to job board(s), social networks, search engines, and a mobile-enabled candidate portal; create