

2017 HRO Today Baker's Dozen: Talent Management Technology

By The Editors

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 online 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 that has a statistically significant sample. For this survey, we required 10 responses from 8 companies. We reached out to more than 35 providers of talent management technology.

In order to determine an overall ranking, we analyze results across three subcategories: features 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 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. Hireology

Website: www.hireology.com

Hireology was founded on a simple but powerful concept: by analyzing the behaviors of top-performing employees, organizations can create highly accurate systems for identifying the best candidate for the job. Hireology helps business owners build successful companies by assembling better teams. Hireology's Intelligent Hiring Framework and industry expertise help businesses streamline and improve their hiring process, resulting in smarter hiring and stronger company performance. Over 3,000 businesses trust Hireology to make better hiring decisions, lower turnover and increase profitability.

Key functionalities:

- Custom career site
- Integrated job boards

- Pre-hire assessments
- Vertical-specific interview guides
- Automated reference checks
- Skill and personality assessments
- Background checks
- Onboarding
- Talent coaches and customer support

Most important metrics to clients:

- Increased candidate traffic
- Applicant to candidate to hire ratio
- Hires by source (job boards vs. career site vs. other)
- Improved quality of hires
- Reduced time-to-hire
- Reduced recruiting and hiring costs
- Improved employee retention/reduced turnover

2. Halogen Software

Website:

www.halogensoftware.com

Halogen Software offers a cloud-based talent management suite that puts ongoing performance management at the center of all talent programs, including learning and development, succession planning, recruiting, and compensation. With over 2,100 customers worldwide, Halogen has been recognized as a leader by major analysts and has garnered the highest customer satisfaction ratings in the industry. Halogen's powerful, simple-to-use solutions, which also include industry-vertical editions, help organizations win with talent by aligning their talent and business strategies to deliver exceptional outcomes.

Key functionalities:

- Halogen Performance™ for employee performance review (flexible forms, automated workflows and built-in feedback and development tools)
- Halogen 1:1 Exchange™ for providing performance feedback, coaching, and career development
- Halogen 360 Multirater™ for 360-degree assessments
- Halogen Compensation™ for merit-based compensation (base salary, variable pay, promotions, lump sum awards, bonus pay, and stock options)
- Halogen Talent Acquisition™ powered by Jobvite talent acquisition system (to attract,

recruit, onboard and engage high performance talent)

- Halogen Job Description Builder™
- Halogen Succession™
- Halogen Learning™

Most important metrics to clients:

- Employee engagement
- Quality of hire
- Competency ratings and gap analysis
- Performance goals met or exceeded
- High potential metrics
- Turnover
- Training effectiveness
- Talent pool assignment

3. gr8 People, Inc.

Website:

www.gr8people.com

gr8 People provides the break-through enterprise talent platform professionals need to recruit gr8 worldwide. It's the enterprise platform that delivers unmatched value to recruiting teams bringing CRM, recruitment marketing, hiring, and on-boarding together, connecting entire talent ecosystems to significantly improve productivity, empower the free flow of information, and drive better talent decisions faster.

Key functionalities:

- Enterprise one-experience talent platform
- Talent CRM
- Recruitment marketing

- ATS and onboarding
- Recruiting robotics
- Global platform

Most important metrics to clients:

- Security
- Global compliance
- Uptime

4. Lever, Inc.

Website: lever.co

Built on the conviction that recruiting is the responsibility of everyone at the company, Lever's applicant tracking and sourcing technology draws the entire team together to source, engage, interview, and hire top talent through effortless collaboration. Lever was founded in 2012 in San Francisco, CA. Today Lever supports the hiring needs of over 1,200 companies around the globe including the teams at Netflix, Lyft, Eventbrite, Vimpelcom, and Quora. The company's core product, Lever Hire, is available in three plans (Starter, Pro and Enterprise) to suit the recruiting needs of companies ranging from startup to enterprise. The company is a preferred partner of LinkedIn

Talent Solutions, was recently named a Forbes "Rising Star" as part of the first-ever Forbes 2016 Cloud 100, and received the 2016 InfluenceHR Brand Velocity Award as the fastest-growing and most disruptive brand in talent acquisition.

Key functionalities:

- Applicant tracking
- Candidate relationship management (CRM)
- Proactive candidate sourcing
- Custom careers pages
- Interview kits
- Metrics and reporting
- Offer approvals
- Mobile recruiting
- One-click integrations with multiple HR technologies
- HRIS integrations with multiple vendors including Workday
- Data and postings APIs

- Requisition management
- Data migration
- EEO data collection and reporting
- OFCCP compliance support for US federal contractors
- Implementation consultation and deployment
- Ongoing account management and support

Most important metrics to clients:

- Time to implement
- Initial response time to support requests
- Top sources and origins of hire
- Time to hire
- Offer acceptance rate
- Conversion rates by pipeline stage
- Interview volume and interviewer load balancing
- Requisition burndown

5. CareerBuilder

Website: hiring.careerbuilder.com

CareerBuilder is the only end-to-end human capital management company covering the entire candidate lifecycle and employee lifecycle for businesses. CareerBuilder specializes in cutting-edge HR software as a service to help companies with every step of talent acquisition and management. CareerBuilder works with top employers across industries, providing solutions for talent and labor market analytics, job

distribution, candidate sourcing, tracking, onboarding, HRIS, benefits administration and compliance.

Key functionalities:

- Recruitment and sourcing network with data-infused software
- Automated job distribution to over 7,000 job sites and social channels
- Build optimized career sites that automatically re-engage candidates
- Manage recruitment workflow and automate recruitment process
- Get supply and demand data and real-time

reporting

- Conduct background checks and drug screenings
- A candidate experience that results in more job applicants
- Get support for high-volume hiring needs
- Automate candidate re-engagement with job alert emails
- Provide one platform to search all candidates
- Get actionable analytics with detailed reporting, providing insight into a recruiter's efficiency, source ROI and more
- Provide dedicated customer success and support specialist

Most important metrics to clients:

- Number of applicants per requisition/job posting
- Number of members in a talent network
- Number of re-engagement emails sent to those talent network members
- Cost per hire and time to hire for advertising sources:
- Labor market data by position title and location
- Response time to support tickets

6. Epicor

Website: www.epicor.com

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail and services industries. With nearly 40 years of combined experience serving mid-market organizations and divisions of Global 1000 companies, Epicor has more than 20,000 customers in over 150 countries. Epicor provides end-to-end solutions to increase operational efficiency and drive competitive advantage.

Key functionalities:

Epicor@HCM talent management tools:

- Recruitment and onboarding tools
- Performance management
- Training and development
- Succession planning

Most important metrics to clients: N/A

7. JazzHR

Website: www.jazzhr.com

JazzHR provides an enterprise-grade applicant tracking system (ATS), purpose-built for the SMB market to eliminate and automate the most tedious, time-consuming aspects of recruiting and help companies make more intelligent and informed hiring decisions. This intuitive software platform integrates all facets of the hiring process—job postings, scheduling interviews, candidate assessments, offers and e-signatures—taking the place of inefficient email and spreadsheets, to create a quality experience for candidates and simplify employer-candidate communications.

Key functionalities:

Job postings and syndication:

- Customizable job applications
- Online job syndication
- Mobile resume screener
- HRIS integration

Applicant tracking software:

- Auto-send email messages with templates
- LinkedIn recruiter integration

Interviews and assessments:

- Gmail and Outlook calendar sync
- Background checks
- Interview guides (in-person, video)
- Candidate evaluation templates

Offers:

- Electronic signature (eSignature)

integration

- Digital, tokened offer letter generator

Reports and compliance:

- Compliance reports
- Optimization reports
- Big Data analytics

Most important metrics to clients:

- Finding quality candidates
- Building a scalable recruiting process
- Seamlessly tracking applicants and managing interviews
- Optimizing recruiting processes for all stakeholders
- Arming hiring managers with right tools and skills

8. Lumesse

Website: www.lumesse.com

Lumesse helps customers around the world to implement successful local talent management initiatives that identify, nurture and develop the right people, in the right place, at the right time. Lumesse works with more than 2,300 customers in over 70 countries to unlock and inspire that human potential in their businesses. The company's integrated talent management solutions are comprehensive, intuitive, secure and fully internationalized into over 50 languages.

Services:

- Recruiting
- Onboarding

- Performance
- Succession planning
- Skills and competency management
- Compensation
- Employee development
- Learning

Most important metrics:

- User adoption
- Return on investment
- Time to hire
- Time to fill
- Quality of hire
- Bench strength

9. iCIMS

Website: www.icims.com

iCIMS, a leading provider of innovative Software-as-a-Service (SaaS) talent acquisition solutions focuses on helping businesses win the war for top talent through the implementation of easy-to-use, scalable solutions that are backed by award-winning customer service. iCIMS' Talent Platform, the industry's premier candidate management solution, enables organizations to leverage mobile, social, and video technologies to manage their entire talent acquisition lifecycle from building talent pools, to recruiting, to onboarding all within a single web-based application. Founded by CEO Colin Day, a thought leader in the SaaS industry, iCIMS has become today's premier candidate management solution. With more than 3,000 contracted customers representing 4,500 organizations, iCIMS is one of the largest and fastest-growing talent management system providers.

Key functionalities:

- iCIMS Recruit – a configurable applicant tracking system (mobile-optimized, branded career portals, reporting)

- iCIMS Connect – to attract and engage candidates who may not be ready to apply for a specific job posting, but are interested in the company's employment brand.

- iCIMS Onboard – to automate the transition of new recruits from candidate to productive new

Most important metrics:

- Reduce cost per hire and time to fill
- Reduce vendor reliance and rate of turnover
- Reduce new hire time-to-productivity
- Improve compliance/reduce audit risk
- Increase talent pools/pipeline
- Increase sourcing/recruitment marketing effectiveness
- Increase recruiter productivity
- Improve the speed of candidate screening
- Increase recruitment reach and employment brand presence

10. TalentGuard

Website: www.talentguard.com

TalentGuard is a global provider of competency-based talent management solutions delivered as Software-as-a-Service. Our cloud-based software suite amplifies your company's ability to make informed, predictive decisions about your workforce and is unmatched in its ability to engage and retain employees. The software focuses on vital HR areas, all of which contribute to the creation of a high-performance culture. We make it easier than ever for you to create a culture of engagement as opposed to a system of record.

Key functionalities:

- Performance management - for qualitative and quantitative insight (agile goal setting, ongoing feedback, coaching, and development)
- Compensation planning – for the salary and bonus review process
- Career pathing – for career development process and

career growth

- 360 degree feedback – for understanding skills, gaps and talent readiness
- Succession planning – to identify and develop internal people to fill key leadership positions
- Development planning – for career development plans
- Certification tracking – to manage, track, and report on training and certification efforts
- Coach match – to manage and simplify relationships between employees and coaches
- Learning management – to track employee mandatory and supplemental training requirements and enrollments

Most important metrics to clients:

- Customer satisfaction
- Response time

11. WorkDay

Website: www.workday.com

WorkDay's platform allows organizations to find candidates, bring them onboard and provide them with the tools to succeed. With workforce planning, recruiting, talent management, and learning in one system that works across all devices, organizations gain complete visibility into their global workforce.

Key functionalities:

- Talent management
- Recruiting
- Human resources management
- Learning
- Compensation
- Benefits
- Payroll solutions
- Time and Absence

Most important metrics to clients: N/A

Overall Score

Provider	Overall Score
1. Hireology	384.41
2. Halogen Software	383.71
3. gr8 People, Inc.	380.92
4. Lever, Inc.	373.20
5. CareerBuilder	370.95
6. Epicor	339.27
7. JazzHR	332.91
8. Lumesse	329.00
9. iCIMS	317.40
10. TalentGuard	316.45
11. WorkDay	215.90

Breadth of Features

Provider	Breadth of Features
1. Halogen Software	8.13
2. iCIMS	8.00
3. WorkDay	8.00
4. gr8 People, Inc.	7.40
5. Hireology	7.36
6. Epicor	7.00
7. Lumesse	7.00
8. CareerBuilder	6.64
9. JazzHR	6.50
10. Lever, Inc	6.40
11. TalentGuard	6.00

Size of Deals

Provider	Size of Deals
1. WorkDay	10.00
2. iCIMS	5.00
3. gr8 People, Inc.	4.20
4. TalentGuard	4.00
5. CareerBuilder	3.55
6. JazzHR	3.50
7. Halogen Software	3.20
8. Hireology	3.00
9. Lumesse	3.00
10. Lever, Inc.	2.80
11. Epicor	2.67

Quality of Service

Provider	Quality of Service
1. Hireology	176.09
2. Halogen Software	175.07
3. gr8 People, Inc.	174.00
4. Lever, Inc.	171.60
5. CareerBuilder	170.09
6. JazzHR	169.00
7. Epicor	155.00
8. Lumesse	150.00
9. TalentGuard	144.50
10. iCIMS	143.00
11. WorkDay	93.00