

# 2019 Baker's Dozen Customer Satisfaction Ratings: Talent Management Technology

*HRO Today's* Baker's Dozen Customer Satisfaction Ratings 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. In order to determine an overall ranking, we analyze results across three subcategories: breadth of features, deal size, and quality of service. 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 Baker's Dozen Customer Satisfaction

Ratings 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.

The only influence that *HRO Today* has on the outcome of this survey is that *HRO Today* will discard incomplete surveys or surveys outside the normal distribution. This includes surveys that are too perfect as to be possible or so negative that they are spiteful and not accurate feedback. Otherwise, *HRO Today* has no impact on the survey outcome. While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity. We hope the Baker's Dozen Customer Satisfaction Ratings provides you some insight into your next RFP process.

## 1. Saba

**Website:** [www.saba.com](http://www.saba.com)

Saba provides talent management solutions that put people and teams in the driver's seat of their own experience – from talent acquisition to self-driven learning experiences, performance coaching and career progression. All while delivering deep insights that connect people to business success, like no one else can.

**Services:**

- Talent management
- Learning management
- Performance management
- Recruiting
- Talent analytics

## 2. Hireology

**Website:** [hireology.com](http://hireology.com)

Hireology helps business and HR leaders attract top talent with a career site and recruitment marketing strategy, and effectively engage and hire quality candidates through a recruitment CRM. Post-hire integrations further enable customers to seamlessly onboard, pay, and integrate new hires.

**Services:**

- Recruitment marketing
- Recruitment CRM
- Applicant relationship management
- Post-hire integrations
- Insights

## 3. iCIMS

**Website:** <https://www.icims.com/>

iCIMS is the leading recruitment software provider for employers to attract, engage, and hire great people. Established in 2000, iCIMS supports 4,000 customers hiring four million people each year and is the largest software provider dedicated to talent acquisition.

**Services:**

- Applicant tracking
- Onboarding
- Global recruiting
- Seamless integration
- Reporting and analytics

## 4. BrightMove

**Website:** [www.brightmove.com](http://www.brightmove.com)

BrightMove pioneered applicant tracking software (ATS) in 2005 and is now a global innovation leader in the hiring technology and recruiting software industry. Headquartered in St. Augustine Beach, Fla., BrightMove provides a cloud-based platform for RPO, staffing, and human resource teams around the world.

**Services:**

- Applicant tracking system
- Award-winning customer support
- Unrivaled uptime and availability
- Modern and responsive UI
- Built to scale

## 5. GR8 People

**Website:** [gr8people.com](http://gr8people.com)

GR8 People is 100 percent purpose-built to deliver the unfair advantage companies demand to compete for talent around the world. It is the enterprise talent platform that brings CRM, recruitment marketing, applicant tracking, hiring, and onboarding together; connecting entire talent ecosystems into one experience of performance, agility, and intelligence.

**Services:**

- Applicant tracking
- Talent CRM
- Branded career sites
- Campus and event recruiting software
- AI/automated talent delivery

## 6. SAP Successfactors

**Website:** <https://www.successfactors.com>

SAP Successfactors' cloud-based software provides a comprehensive, guided solution to help recruiters and hiring managers source, engage, nurture, and hire the world's best talent.

**Services:**

- Global talent sourcing
- Embedded candidate relationship management
- Self-service, responsive career sites
- Comprehensive applicant management
- Global partner network

## 7. Workday

**Website:** [www.workday.com](http://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.

**Services:**

- Talent management
- Recruiting
- Human resources management

## 8. Oracle

**Website:** [https://cloud.oracle.com/en\\_US/hcm-cloud](https://cloud.oracle.com/en_US/hcm-cloud)

Oracle has embedded innovative technologies in every aspect of its cloud, enabling companies to reimagine their businesses, processes, and experiences. Organizations benefit from an intelligent, personal, adaptable, and complete solution that helps workforces thrive.

**Services:**

- Recruitment marketing
- Sourcing
- Succession planning
- Performance management

## Overall Leaders

Provider	Overall Score
1. Saba	350.92
2. Hireology	347.73
3. iCIMS	321.04
4. BrightMove	319.65
5. GR8 People	318.05
6. SAP Successfactors	306.43
7. Workday	301.33
8. Oracle	301.30

## Breadth of Features Leaders

Provider	Breadth of Features
1. Oracle	8.00
2. Saba	7.37
3. SAP Successfactors	7.29
4. iCIMS	7.00
5. Hireology	6.83
6. GR8 People	6.67
7. Workday	6.22
8. BrightMove	5.60

## Size of Deal Leaders

Provider	Size of Deals
1. iCIMS	4.38
2. Workday	4.34
3. SAP Successfactors	4.28
4. Saba	3.74
5. GR8 People	3.67
6. Hireology	3.17
7. Oracle	3.00
8. BrightMove	2.40

## Quality of Service Leaders

Provider	Quality of Service
1. Saba	159.89
2. Hireology	159.00
3. BrightMove	146.88
4. iCIMS	145.75
5. GR8 People	144.83
6. SAP Successfactors	138.59
7. Workday	137.01
8. Oracle	136.00