

2014 Baker's Dozen Customer Satisfaction Ratings: 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 8 responses from 4 companies, and we received feedback from more than 100 verified customers.

In order to determine an overall ranking, we analyze results across three subcategories: service breadth, ease of use, 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's selection management system helps companies organize their hiring process and leverage data to make better hiring decisions. Businesses, franchises, and other multi-site operators use Hireology's web-based Selection Manager™ to deliver consistent and repeatable hiring decisions in the field, leading to lower turnover and increased profitability per location.

Key clients: 1-800-GOT-JUNK?, Culligan, ChiroOne, Lawyer Group, AlphaGraphics, Liberty Tax, and CBS Radio

Services:

- Paperless hiring process
- Customized interview guides with scoring components
- Automated reference checking
- Paperless background checking
- Paperless assessments and testing
- Employee document repository

Most important metrics

- Lowered turnover rate
- Improved time to hire
- Improved employee retention
- Efficient use of recruiting resources
- Increased candidate traffic
- Lower recruiting and hiring costs
- Less time spent verifying candidates' background

2. iCIMS

Website: www.icims.com

iCIMS, a leading provider of Software-as-a-Service talent acquisition software solutions for growing businesses, emphasizes the value of configurability with the most flexible technology platform on the market. Through the implementation of easy-to-use, web-based solutions backed by award-winning customer support, iCIMS' Talent Platform helps organizations manage everything from sourcing, to recruitment, to onboarding all within one streamlined application.

Founded by CEO Colin Day, a thought leader in the SaaS industry, iCIMS has become today's premier candidate management solution. Supporting more than 1,700 clients worldwide, iCIMS is one of the largest and fastest-growing talent management system providers with offices in North America, UK, and China.

Key clients: Enterprise Holdings, NTT Data, Inc., Banner Health, Fifth & Pacific Companies, Penn National Gaming, NCS Pearson, The Bon-Ton Stores, Inc., Stantec, and GNC

Services:

- Connect
- Recruit
- Onboard
- Social Distribution
- Career site SEO
- Video cover letter
- Job board posting
- I-9 & e-Verify

Most important metrics:

- Reduce cost per hire
- Reduce time to hire
- Reduce vendor reliance
- Reduce 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 candidate quality
- Increase recruitment reach and employment brand presence

3. Halogen Software

Website: www.halogensoftware.com

Halogen Software's vision is to help organizations of all sizes build a world-class workforce that is aligned, inspired, and delivering exceptional results. Halogen offers the first—and only—talent management system built from the ground up to drive higher performance. The company's award-winning cloud-based products automate, simplify, and integrate performance appraisals, 360-degree feedback, compensation management, succession planning, job descriptions, learning management, and recruiting. Halogen's industry-specific solutions meet the unique needs of healthcare, education, manufacturing, public sector, hospitality, financial services, and professional services organizations.

Key clients: Cleveland Indians Baseball Company, Bank of Queensland, API Technologies Corporation, NYU Hospitals Center, Toshiba America Medical Systems, Inc., Girl Scouts of the USA, Children's Miracle Network Hospitals, Promega Corporation, San Diego Zoo, Jelly Belly, API Technologies, and Bukhatir Group

Services:

- Halogen eAppraisal™
- Halogen eSuccession™
- Halogen eLearning Manager™
- Halogen eCompensation™
- Halogen e360 Multirater™
- Halogen Job Description Builder™
- Halogen eRecruitment™
- 1:1 Exchange™

Most important metrics:

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

4. Lumesse

Website: www.lumesse.com

Lumesse is the only global company making talent management solutions work locally. 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.

Key clients: Checkpoint Systems; Energizer; Hillshire Brands; Magna International; Merck; Sitel; and SNC-Lavalin

Services:

- Lumesse TalentLink
- Lumesse TalentLink Mobile
- Lumesse Accelerator
- Lumesse Mobile Career Site
- Lumesse ETWeb
- Lumesse ETWeb Mobile
- Lumesse Learning Gateway
- Lumesse CourseBuilder

Most important metrics:

- Time to fill
- Cost per hire
- Source effectiveness
- Quality of hire
- Percent completion of performance plans
- Percent of compensation plans completed on-time and within budget
- Succession plan for top percent of employees

5. Kenexa, an IBM Company

Website: www.kenexa.com

Kenexa, an IBM Company provides business solutions for human resources. We help global organizations multiply business success by identifying the best individuals for every job and fostering optimal work environments for every organization. For more than 20 years, Kenexa has studied human behavior and team dynamics in the workplace, and has developed the software solutions, business processes and expert consulting that help organizations impact positive business outcomes through HR. Kenexa is the only company that offers a comprehensive suite of unified products and services that support the entire employee lifecycle from pre-hire to exit.

Key clients: N/A

Features and services:

- Employment branding
- Recruitment solutions
- Recruitment technology
- Assessments
- Compensation
- Onboarding
- Learning
- Performance management
- Employee survey
- Social solutions
- Government solutions

Most important metrics:

- Hosting downtime/uptime
- Hosting latency or seconds of load performance
- Customer support response time

6. SilkRoad

Website: www.silkroad.com

SilkRoad is a leading provider of cloud-based, end-to-end HR solutions that enable customers to find, attract, develop, and retain the best talent possible. SilkRoad's cloud-based social talent management suite, the Life Suite, enables companies to connect with, engage with and grow employees in order to unleash innovation, create a competitive advantage and provide the best employee experience possible. Life Suite is comprised of several platforms aimed at vital HR functions: OpenHire for recruiting, RedCarpet for onboarding, WingSpan for performance management, GreenLight for learning management, Point for social collaboration, Eprise for content management, and HeartBeat for trusted HRMS.

Key clients: Diamond B, L'Oreal, Silverpop, Ulthera, Ninkasi Brewing, and BKD

Services:

- OpenHire
- RedCarpet
- WingSpan
- GreenLight
- HeartBeat
- Point

Most important metrics:

- Operational costs
- Employee productivity
- Meeting both State and Federal regulations for learning compliance audits
- Time spent per year creating compliance reports
- Time spent per year managing training registration
- Time spent per year on training registration and approvals
- Number of steps within an onboarding process; time to productivity

7. Epicor

Website: www.epicor.com

Key clients: N/A

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.

Services provided:

Epicor®HCM talent management tools:

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

Most important metrics: N/A

8. SuccessFactors, an SAP Company

Website: www.successfactors.com

Key clients: N/A

SuccessFactors provides business execution software solutions that drive business results in organizations of every size and category. Unlike talent management and human capital management vendors, SuccessFactors offers more than process efficiency and transactional cost savings. Both enterprise-class and small to midsize businesses can use our full suite of talent solutions, core HR, collaboration, and workforce analytics to improve productivity and engage, retain, and motivate employees.

Services provided:

- Performance and goals
- Compensation
- Recruiting
- Onboarding
- Learning
- Succession and development

- Workforce planning
- Workforce analytics

Most important metrics: N/A

Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Score
1. Hireology	6.90	2.80	167.08	364.39
2. iCIMS	7.23	3.55	156.68	343.80
3. Halogen Software	7.55	3.55	154.91	340.62
4. Lumesse	7.11	4.44	152.44	335.33
5. Kenexa, an IBM Company	7.50	8.25	141.50	315.68
6. SilkRoad	6.67	4.00	134.67	296.93
7. Epicor	5.00	2.67	135.67	295.27
8. SuccessFactors, an SAP Company	8.50	6.50	123.50	278.35

Provider	Breadth of Service
1. SuccessFactors, an SAP Company	8.50
2. Halogen Software	7.55
3. Kenexa, an IBM Company	7.50
4. iCIMS	7.23
5. Lumesse	7.11
6. Hireology	6.90
7. SilkRoad	6.67
8. Epicor	5.00

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Provider	Size of Deals
1. Kenexa, an IBM Company	8.25
2. SuccessFactors, an SAP Company	6.50
3. Lumesse	4.44
4. SilkRoad	4.00
5. iCIMS	3.55
6. Halogen Software	3.55
7. Hireology	2.80
8. Epicor	2.67

Provider	Quality of Service
1. Hireology	167.00
2. iCIMS	156.68
3. Halogen Software	154.91
4. Lumesse	152.44
5. Kenexa, an IBM Company	141.50
6. Epicor	135.67
7. SilkRoad	134.67
8. SuccessFactors, an SAP Company	123.50

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