

2015 Baker's Dozen Customer Satisfaction Ratings: Talent Management Technology

We rank the top providers of talent management platforms based on customer satisfaction surveys.

By The Editors

Talent management technology providers offer a wide range of solutions to encourage an efficient and seamless hiring process: applicant tracking, onboarding, screening, reference checking, and video interviewing, among others. The organizations in our survey offer some or all of these services.

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, 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 would like to note that we contacted many providers in the marketplace, and certain companies didn't have sufficient data to be ranked (Epicor, Silkroad, Cornerstone OnDemand, Peoplefluent, Ultimate Software, Oracle/Taleo, among others). Companies on our 2015 Baker's Dozen Customer Satisfaction Rating have highly rated services based on client experience and feedback. 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.

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. Halogen Software

Website: www.halogensoftware.com

Halogen Software offers an organically built cloud-based talent management suite that reinforces and drives higher employee performance across all talent programs—whether that is recruiting, performance management, learning and development, succession planning, or compensation. The company is committed to helping organizations build their world-class workforces, get better results through a high-performing, aligned and engaged workforce, and establish their talent as a lasting competitive advantage.

Services:

- Halogen Performance™: performance evaluations, employee goal alignment
- Halogen Succession™
- Halogen Learning™: schedule, manage, track and measure learning activities
- Halogen Compensation™: distribute merit-based compensation, including base salary, variable pay, bonus pay, and stock options; includes budget distribution, approvals and tracking.
- Halogen 360 Multirater™: 360-degree assessments over the web
- Halogen Job Description Builder™: manage and integrate job descriptions
- Halogen Recruitment™: align and integrate talent acquisition strategy

- Halogen 1:1 Exchange™: meeting module

Most important metrics:

- 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. iCIMS

Website: www.iCIMS.com

iCIMS, a leading provider of innovative Software-as-a-Service (SaaS) talent acquisition solutions, is an Inc. 500 and Software Satisfaction honoree focused 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, a 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 supports more than 2,500 clients worldwide. iCIMS is one of the largest and fastest-growing talent management system providers with offices in North America, UK, and China.

Services:

- iCIMS Recruit: configurable applicant tracking system and database that stores and track profiles, jobs, and workflows
- iCIMS Connect: recruitment marketing automation tool to attract and engage passive candidates
- iCIMS Onboard: automates the transition of new recruits from candidate to new hire
- Career site SEO
- Video screening
- I-9 & E-Verify

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

4. TalentWise

Website: www.TalentWise.com

TalentWise is a technology company that has completely transformed one of the most critical tasks that every company depends upon for success: hiring new employees. TalentWise streamlines the hiring process from start to finish with compliance built in, allowing HR to manage offer letters, screening, and onboarding activities with just a single solution. TalentWise Hire has simplified the hiring process, from the time HR offers a candidate a position to a new hire's first day on the job. HR can manage hiring tasks electronically, including offer letters, background checks, drug screening, E-Verify, new hire forms such as I-9, W-4, and more. The result is an efficient and compliant hiring process that delivers a great experience for HR professionals and candidates alike. It's delivered in the cloud so it's available anywhere, anytime, on nearly any device with an Internet connection.

Services:

- Client dashboard for reporting, management, and configuration and tracking workflows
- Electronic candidate questionnaire
- eOffer offer letters
- FINRA and FCRA compliant releases with electronic signature
- Online background and occupational health screening results with reporting
- Government, corporate, and custom electronic forms with full electronic signature support
- Form I-9 and E-Verify
- Integration to over 30 applicant tracking systems
- Hiring document management and retention

- Candidate portal: contextual information provided based on progress through the hiring process including social media information, videos, documents, and backgrounds
- Background screening

Most important metrics:

- Turn-around time
- Candidate experience
- Reduced operating costs
- Compliance
- Ease of use
- Single vendor
- Integration

5. Jobvite

Website: www.jobvite.com

Jobvite is a leading recruiting platform for the social web. Today's fastest-growing companies use applicant tracking, recruiting CRM, and social recruiting software solutions from Jobvite to target the right talent and build the best teams. Jobvite is a complete, modular Software-as-a-Service (SaaS) platform, which optimizes the speed, cost-effectiveness, and ease of recruiting for any company.

Services:

- Jobvite Brand: career site and employer branding
- Jobvite Refer: social recruiting and employee referrals
- Jobvite Engage: candidate relationship management
- Jobvite Hire: applicant tracking
- Jobvite Video: video interviewing
- Career site SEO
- Event recruiting
- Job board/social media distribution
- Advanced interview scheduling
- Mobile career sites
- Reporting and analytics

Most important metrics:

- Time to hire and time to fill
- Time spent on sourcing
- Time spent on scheduling
- Time spent on screening candidates
- Candidate quality
- Employer brand recognition
- Talent pool/candidate pipeline quality
- Talent pool/candidate pipeline quantity
- Cost per hire
- Recruiter productivity
- Number of referrals
- State and federal compliance

6. IBM

Website: www-03.ibm.com/software/products/en/category/talent-workforce-management

In the age of the empowered individual, organizations must rethink the workplace, with the employee at the center of the business. IBM Smarter Workforce embraces the empowered employee, focusing on three employee centric dimensions: talent, culture and work. Using workforce science, analytics, collaboration tools, and technologies, and flexible deployment models, Smarter Workforce ensures a best fit, engaged workforce. With the tools and technologies to connect them to the experts, communities and information they need to get the work done, engaged employees are then propelled to innovate, developing deeper and richer client relationships, which create business value and sustain a competitive advantage.

Services:

- Recruitment
- Assessment
- Onboarding
- Employment branding
- Learning
- Performance management
- Compensation and rewards
- Employee engagement
- Competency frameworks
- Workforce analytics (predictive and cognitive)

Most important metrics:

- Quality of hire
- Time to hire
- Cost to hire
- Time to productivity
- New hire retention
- Employee engagement
- Employee retention

7. myStaffingPro, a Paychex, Inc. company

Website: www.myStaffingPro.com

myStaffingPro provides social recruiting, applicant tracking, and onboarding to both enterprise and midsize businesses. We help more than 800 companies recruit, qualify, track, and hire their greatest asset: their employees. The web-based system offers requisition posting, social media publishing, document and applicant tracking, as well as an automated onboarding process. myStaffingPro is backed by their parent company Paychex, Inc., which was founded in 1971 and now boasts approximately 580,000 clients.

Services:

- Social recruiting and sourcing: SEO, branded, mobile-enabled career site; Facebook integration; social media publishing; employee referral portal; and integrations with job boards.
- Applicant tracking: resume and social media parsing tools; prescreening with job specific application processes; interview scheduling and tracking; requisition creation, approval, management, and fulfillment; user configured searching and resume mining; applicant workflow management and reporting; hiring manager feedback process and portal; EEOC and OFCCP compliance tools; comprehensive analytics and reporting; and integrations with assessments and background checking vendors.
- Onboarding and new hire preparation: offer letter and approval process; onboarding with eSignature; hiring metrics reports; integrations with HRIS; WOTC; E-Verify; and payroll providers.

Most important metrics:

- Requisition time to fill
- Requisition aging
- Cost per hire
- Meeting federal guidelines
- Hosting uptime and performance
- Customer support response time

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

Overall Leaders

Provider				Overall Score
1. Hireology				361.20
2. Halogen Software				341.04
3. iCIMS				339.84
4. TalentWise				316.40
5. Jobvite				306.78
6. IBM				305.55
7. myStaffingPro, a Paychex, Inc. company				296.10
8. Lumesse				287.23

Breadth of Service

Provider				Overall Score
1. Halogen Software				7.90
2. iCIMS				7.27
3. Lumesse				6.78
4. IBM				6.71
5. Hireology				6.33
6. TalentWise				6.33
7. Jobvite				6.33
8. myStaffingPro, a Paychex, Inc. company				6.30

Size of Deals

Provider				Overall Score
1. IBM				8.21
2. Lumesse				4.67
3. iCIMS				4.37
4. TalentWise				4.22
5. Halogen				3.40
6. Jobvite				2.92
7. Hireology				2.78
8. myStaffingPro, a Paychex, Inc. company				2.60

Quality of Service

Provider				Overall Score
1. Hireology				172.00
2. Halogen Software				162.40
3. iCIMS				161.83
4. TalentWise				150.67
5. Jobvite				146.08
6. IBM				145.50
7. myStaffingPro, a Paychex, Inc. company				141.00
8. Lumesse				136.78