



Talent management technology providers offer a wide range of solutions to encourage an efficient and seamless hiring process. Some of the services include applicant tracking, onboarding, performance management, learning and development, and video interviewing. The organizations in our survey offer some, or all, of these.

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 is distributed in two ways: directly to buyers through our mailing lists and indirectly through service providers who send the link to their clients.

Once collected, response data is loaded into the HRO Today database for analysis and to score each provider that has a statistically significant sample. For this survey, we required eight responses from four companies, and we received feedback from more than 70 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. It's also important to note that we contacted many providers in the marketplace, and certain companies could not collect sufficient data in time to be ranked (Jobvite, Epicor, Oracle|Taleo, SilkRoad, myStaffingPro and Lumesse, among others). Companies on our 2016 Baker's Dozen Customer Satisfaction Rating list have highly rated services based on client experience and feedback. We hope this ranking provides you with some insight into your next contract renewal or RFP process.

### 1. Hireology

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

Based in Chicago, 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. Through its award-winning Selection Manager™ platform, Hireology helps business owners streamline and improve hiring processes, leading to better hiring decisions, lower turnover, and increased productivity and profitability.

**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



### 2. iCIMS

**Website:** <https://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..

**Services:**

- iCIMS Recruit: Recruit is a configurable applicant tracking system that allows users to store and track all elements of the hiring process in a central location. Mobile-optimized, branded career portals enable candidates to search and apply for open jobs on any device, including smartphones and tablets. Additionally, users can leverage prescreening questions to easily identify qualified candidates more quickly. Users can then monitor reports like time-to-fill, EEO, cost-per-hire, and more with reporting capabilities that are tailored to their unique business needs.
- iCIMS Connect – Connect provides customers with an

easy way 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. Bring candidates in through a fully branded, mobile-optimized Social Connect Portal and leverage iCIMS' powerful recruitment marketing automation and CRM capabilities to communicate with passive candidates -- and nurture them to become tomorrow's active applicants.

- iCIMS Onboard – Onboard automates the transition of new recruits from candidate to productive new hire. During the transition, Onboard allows companies to fully showcase their employment brand and culture, reduce paperwork, and manage tasks more efficiently, ultimately leading to improved HR productivity and employee engagement.
- Partner Ecosystem – Growing companies that leverage iCIMS' Talent Acquisition Suite automatically gain access to iCIMS' network of partners, which include hundreds of industry-leading third-party solution providers across categories like recruitment advertising and job matching services, background checking and assessments, and HRIS, ERP, and payroll systems.

**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

### 3. TalentGuard

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

**Services:**

- Performance Management – Fosters an efficient and focused business process that provides qualitative and quantitative insight during the performance conversation, delivers agile goal setting and supports ongoing feedback, coaching and development to ensure an employer's workforce is aligning and adapting to business goals.
- Compensation Planning – Make informed decisions throughout the salary and bonus review process with scenario plans, benchmarks and validation of decisions. Leaders have immediate visibility and transparency to salary, bonus, incentive stock and other data.
- Career Pathing – Enables employers to offer a structured career development process to support career growth. Our software provides employees with tools to build out meaningful career paths based on their aspirations and interests, review skill gaps against future jobs and engage in relevant learning experiences that proactively prepares them for the next role.
- 360 Degree Feedback – Assess employee skills to better understand skills, gaps and talent readiness as company grow and adapt future challenges. Our tool gathers and analyzes objective multi-rater feedback to help employers make better people development decisions.
- Succession Planning – Facilitates organizations in the identification and development of internal people with the potential to fill key leadership positions in the company. This solution helps companies identify critical roles, manage the talent pipeline and search for talent based on detailed criteria to ensure the right talent are in the right roles.
- Development Planning – Provides organizations with a method to manage interactive career development plans. Employees can create and track goals, gain access to learning resources, solicit feedback from stakeholders, and receive

coaching for advisors and mentors.

- Certification Tracking – Allows companies to manage, track, and report on training and certification efforts. HR can assign mandatory and supplemental training to specific job roles, managers can see when training is required and employees can remain compliant in their role.
- Coach Match – Enables companies to consistently manage and simplify relationships between employees and coaches to achieve performance improvement, career development or accelerated leadership skills. Coach Match systematically identify coaches that are uniquely qualified based on the employee's assessed needs or specific search criteria. Companies can track the coaching engagement throughout the relationship to monitor status, see progress and measure impact.
- Learning Management – Tracks employee mandatory and supplemental training requirements and enrollments. Our self-service portal allows employees, supervisors, instructors and training managers to access information and update completion status. With automated notifications of upcoming training, we simplify ease the burden of tracking and approving hundreds of courses and tuition reimbursements.
- Competency Management – Translate your business' vision and mission into measurable employee behaviors, using a common language. Competency Management supports you in identifying the competencies that drive success for all jobs—including entry-level, management, technical, and leadership positions.

**Most important metrics:**

- Availability Measure Standard  
99.9999% Up-Time (excluding scheduled downtime for systems maintenance)
- Support Response Time Standards (hours indicated represent standard operating hours)
  - Urgent
    - First Response = Within 1 hr
    - CSR Remediation = Within 1 (additional) hr
  - High
    - First Response = Within 2 hrs
    - CSR Remediation = Within 2 (additional) hrs
  - Normal
    - First Response = Within 2 hrs
    - CSR Remediation = Within 4 (additional) hrs
  - Low
    - First Response = Within 2 hrs
    - CSR Remediation = Within 8 (additional) hrs

### 4. Halogen Software

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

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

**Services:**

- Halogen Performance™ – an award-winning solution that transforms the employee performance review cycle from a painful administrative burden to a collaborative, ongoing and strategic process. With flexible forms, automated workflows and built-in feedback and development tools, Halogen Performance helps you build a high-performance culture where employees are aligned, inspired and focused on delivering exceptional results.
- Halogen Succession™ – this proven solution helps you achieve deeper bench strength, higher employee engagement and lower turnover by expertly cultivating talent from within your organization through best-practice talent pool-based succession planning.
- Halogen Learning™ – this solution melds breakthrough thinking in employee performance management with proven best-practices in learning management with a simple-to-use LMS that lets you quickly see a return on your training investments.
- Halogen 1:1 Exchange™ – this award-winning performance management tool changes the way your organization manages ongoing performance by providing managers and employees with a simple, interactive and centralized way to stay aligned, engaged and focused on goals, share feedback, and keep employee development top of mind.
- Halogen 360 Multirater™ – a flexible, simple-to-use tool that provides all the features you need to conduct comprehensive 360-degree assessments during employee appraisals, as part of a project evaluation, or as part of a talent assessment for succession planning.
- Halogen Accelerator™ – this solution seamlessly

integrates DDI's best-in-class competency framework and world-renowned library of leadership learning experiences with Halogen's TalentSpace™ suite, giving employees what they need to succeed now and in the future.

- Halogen Compensation™ – a secure, simple-to-use tool for distributing merit-based compensation, including base salary, variable pay, promotions, lump sum awards, bonus pay, and stock options. It even automates budget distribution, approvals and tracking.
- Halogen Job Description Builder™ – used congruently with the rest of the Halogen TalentSpace modules, this solution allows you to automatically generate appraisal and assessment forms, and job requisitions, based on job descriptions.
- Halogen Talent Acquisition™ – this solution ensures your talent acquisition process is strategically aligned and integrated with your overall talent management strategy by leveraging important integration points including job descriptions, performance, onboarding, learning, robust talent profiles and more.
- Halogen® Myers-Briggs® – this unique solution lets you pull employees' MBTI® results into the Halogen TalentSpace suite so managers and employees can use them in various talent processes to help improve self-awareness, communication, teamwork, development and, ultimately, performance.
- Halogen Certain to Succeed™ Services (Implementation, Training and Continuous Advancement Services) – designed to help you successfully implement the Halogen TalentSpace suite, providing stellar support to your HR teams and advancing your talent management strategies to achieve the outcomes that matter to your business and your people.

**Most important metrics:**

- Increased employee engagement metrics
- Improved revenue/profitability
- Increased quality of hire
- Competency ratings and gap analysis
- Improved goal achievement
- High potential metrics
- Reduced turnover
- Improved development
- Better internal promotion

## 5. TalentWise

**Website:** www.TalentWise.com

TalentWise, a leading Cloud solutions provider for the Human Capital Management industry, is transforming how HR screens and onboards new hires from offer letter to day one. The TalentWise Cloud is built on a foundation of compliance, embracing federal, state, and local government regulations; industry standards; and corporate policies. The single solution unifies HR systems and tasks, delivering a streamlined workflow. HR can have more confidence, breathe easier and deliver an awesome new hire experience. Recognitions include: "Top 10 Provider" in HRO Today's Baker's Dozen for seven consecutive years; Red Herring North America Top 100 and Inc. 5000 in 2015.

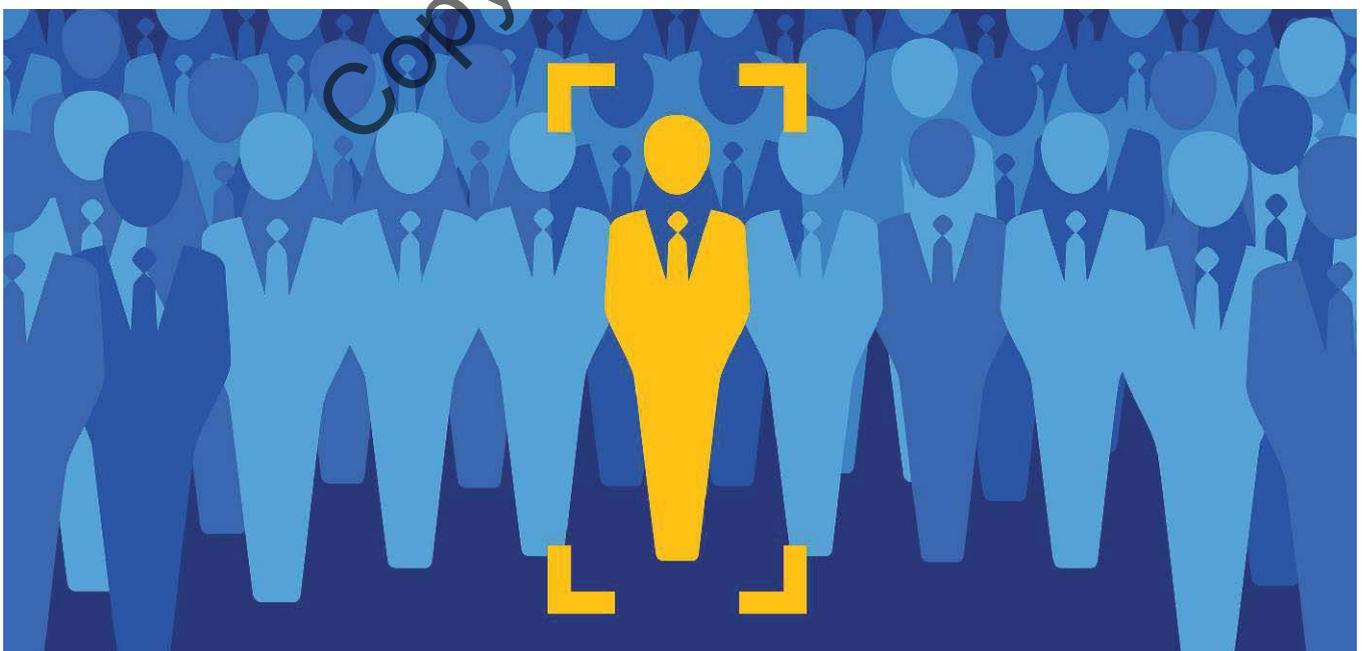
**Services:**

- Background Screening
  - Social Security Number Trace and Address History
  - Criminal and Civil Background Checks
  - Department of Motor Vehicle Reports
  - Verifications for education, employment, professional licenses and certifications, CDLIS searches
  - Exclusion Lists including FACIS Level 1 – 3, financial sanctions search, global blacklist search, HIPDB/NPDB, OIG/GSA/FDA, and OFAC terrorist watch list
  - Credit reports
  - Global Screening including criminal background checks, employment and education verifications, driving records, and credit reports:
    - Enhanced international screening solution in 200 countries/territories including nation specific release and consent forms and configurable country-based screening packages following local best practices.
- Occupational Health Screening
  - Physical fitness
  - Traditional drug screening
  - Rapid drug screening
  - Alcohol testing
  - eScreen drug testing
  - 5-panel Oral swab screening (end 2015)
  - "T-test" tuberculous screening (end 2015)
- TalentWise Hire platform
  - Cloud based platform for both our clients and their candidates, anywhere, anytime access on almost any web enabled device
  - "Ticketing" for background screening
  - Client dashboard for reporting, management, and configuration and tracking

- Electronic Adverse Action
- Workflows to package forms, background screening, and other processes together into a single package
- Electronic Candidate Questionnaire:
  - Standard and configurable based on customer needs
- eOffer offer letters:
  - Internal routing and approvals
  - Electronic signature for offer letters
  - Support for addendums and attachments including capturing required signatures
  - Configurable to a company's unique hiring process
- Multiple offer letter packages to support different job types
- 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:
  - Field and data validation (phone numbers legitimate, city/state matches zip code, etc.)
  - Emergency contact form library (3 forms)
  - EEOC questionnaire library (2 forms)
  - Direct Deposit form library (3 forms)
  - Federal tax Form W-4 and W-9 with online withholding calculator for Form W-4
  - 125 state tax withholding forms
  - Form 8850 (WOTC)
  - Form CC-305 Voluntary Self-Identification of Disability
  - Standardized offer letter forms
  - Colorado Affirmation of Legal Work Status form
  - Customized simple forms with up to five fields and electronic signature
  - Customized eForms with up to 100 fields and electronic signature
  - A library of over 1,500 configured forms developed for our clients and expanding
- Form I-9 and E-Verify:
  - Section 1, 2 and 3 support
- Document expiration tracking and alerts
- Tentative Nonconfirmation support
- Legacy Form I-9 and supporting documentation import into TalentWise Hire
- Reporting support for ICE audit response

Provider	Breadth of Service	Size of Deals	Quality of Service	Overall
<b>Hireology</b>	<b>7.11</b>	<b>2.67</b>	<b>195.11</b>	<b>403.16</b>
iCIMS	7.09	4.55	182.91	<b>374.91</b>
TalentGuard Inc.	6.29	3.29	178.14	<b>366.99</b>
Halogen	8.09	3.18	176.55	<b>363.05</b>
TalentWise	6.22	3.44	175.33	<b>360.89</b>

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