2018 Baker's Dozen Customer Satisfaction Ratings: Talent Management Technology

We rank the top providers based on customer satisfaction surveys.

By The Editors

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. For this survey, we required 10 responses from seven companies.

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 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. iCIMS

Website: www.icims.com

iCIMS is the leading provider of talent acquisition solutions that help businesses win the war for top talent. iCIMS empowers companies to manage their entire hiring process within the industry's most robust Platform-as-a-Service (PaaS). iCIMS' PaaS framework, UNIFi, allows employers to expand the capabilities of their core talent acquisition technology by integrating with the largest partner ecosystem in talent acquisition. iCIMS supports more than 3,500 contracted customers and is one of the largest and fastest-growing talent acquisition solution providers.

Services:
• Talent acquisition suite: Recruit, connect, and onboard
• UNIFi: Connectors, marketplace, and developer site

Most important metrics to clients:
• Source of hire
• Time to fill
• Total applied, interviewed, offers extended, offers accepted
• Hiring manager satisfaction
• Candidate satisfaction
• Cost per hire
• Compliance
• Quality of hire

2. Lumesse

Website: www.lumesse.com

Lumesse helps customers around the world 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 to clients:
• User adoption
• Return on investment
• Time to hire
• Time to fill
• Quality of hire
• Bench strength

3. CareerBuilder

Website: https://hiring.careerbuilder.com

CareerBuilder is the only end-to-end human capital management company covering the entire candidate lifecycle and employee lifecycle for businesses. As the global leader in its industry, 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.

Services:
• Extensive recruitment and sourcing network
• Automated job distribution to over 7,000 job sites and social channels
• Optimized career sites
• Configurable recruiting workflow for candidate and requisition processing
• Integrated workflow to trigger background checks and drug screenings
• Candidate experience that results in more job applicants
• Candidate self-scheduling of interviews
• Flexible, multiple candidate workflows to match recruiting processes
• Initiate email conversations with candidates and manage responses
• Support for high-volume hiring needs
• Automated candidate re-engagement
• One platform to search all candidates
• Actionable analytics including detailed reporting and labor market data
• OFCCP support
• Dedicated customer success and support specialists

Most important metrics to clients:
• Applicant flow
• Candidate pipeline volume
• Number of automated re-engagement emails sent to talent network members
• Time-to-open requisitions
• Time to fill
• Source effectiveness
• Labor market data by position, title, and location
• Response time to support tickets

4. gr8 People, Inc.

Website: www.gr8people.com

gr8 People is a 100 percent purpose built to deliver the unfair advantage companies demand to compete for talent around the world. It is an enterprise platform that brings CRM, recruitment marketing, hiring and onboarding together. The gr8 People platform leverages the power of multiple ecosystems and equips strategic recruiting teams with one user interface to perform branding, sourcing, recruitment marketing, hiring, strategic communications and so much more. With robust metrics and reporting capabilities, forward-thinking companies are also able to demonstrate gr8 insights and ROI across workforces, nations, and time zones with no boundaries, or silos with ease.r.

Services:
• *One-experience platform*: candidate relationship management (CRM), recruitment marketing, applicant tracking, onboarding, collaboration and analytics

• Job board distribution
• Marketing campaigns

• Social recruiting
• Employee referral
• Event management and marketing
• Campus recruiting
• Integration
• Analytics and reports

Most important metrics to clients:
• Security
• Global compliance
• Implementation time
• Customer support
• Integration
• Training

5. TalentGuard, Inc.

Website: www.talentguard.com

TalentGuard offers an award-winning career pathing and talent management solution. We engage and retain talent through an innovative approach to close skill gaps, engage employees in meaningful work, and build personalized career experiences tailored to employees' career aspirations.

Services:
• Career pathing
• Performance management
• Certification tracking
• Competency management

• Succession planning
• Development planning
• 360-degree feedback
• Learning management
• Compensation planning

Most important metrics to clients:
• Close skill gaps
• Domain expertise
• Customer response time
• Customer satisfaction
• Reduced implementation time
• Tailored experience

6. Lever, Inc.

Website: https://lever.co

Lever streamlines and simplifies the hiring process so that recruiters and hiring managers can focus on what truly matters: their candidates. Lever's modern talent acquisition suite includes Lever Hire, a combined ATS-CRM that helps teams collaborate effortlessly in sourcing, interviewing, and hiring top talent; Lever Nurture, designed to supercharge candidate sourcing efforts; and Lever Analytics, providing actionable insights to continuously improve hiring outcomes. Lever supports more than 1,500 companies including Netflix, Lyft, VEON, Hot Topic, KPMG NZ, and Cirque du Soleil.

Services:
• Applicant tracking
• Candidate relationship management (CRM)
• Proactive candidate sourcing
• Custom career pages
• Interview kits
• Metrics and reporting
• Offer approvals
• Mobile recruiting
• One-click integration
• HRIS integration
• Data and postings APIs
• Requisition management
• EEO data collection and reporting/OFCCP compliance support for U.S. federal contractors
• Implementation consultation, data migration, and deployment
• Ongoing account management and support

Most important metrics to clients:
• Top sources and origins of hire
• Time to hire
• Percentage of hires via employee referrals
• Offer acceptance rate
• Conversion rates by pipeline stage
• Sourcing open and response rates by nurture campaign, touchpoint, and sender
• Interview volume and interviewer load balancing
• Requisition burndown

7. Clinch

Website: https://clinchtalent.com

Clinch was founded because candidates behave like consumers and if you want to hire the best talent, you need to understand their journey and behavior to avoid wasting time and money. Clinch automates 60 percent of a company's top of the funnel and application generation activities using the latest recruitment marketing technology. We combine marketing automation and machine learning to attract and engage top talent at scale without human effort. Companies of all sizes, from Silicon Valley to Fortune 100, trust Clinch to help them hire the right people.

Services:
• Intelligent career sites
• Micro-sites and job landing pages
• Candidate relationship management
• Google Cloud job discovery
• Search engine optimization
• Job distribution
• Workflow automation
• Email and SMS nurturing
• Automated talent engagement and pipelining
• ATS integrations to multiple vendors
• Source of hire metrics and reporting

Most important metrics to clients:
• Speed of implementation
• Responsiveness of support
• Security
• Reduced cost per hire and time to fill
• Increased employer brand awareness
• Increased talent pools and pipeline
• Increased recruiter productivity

8. Hireology

Website: www.hireology.com

Hireology provides hiring software to small and medium-sized businesses to help business owners build their best teams. Partnering with us allows businesses to:

• Drive quality candidates to open roles with a strong employment brand, career site, and sourcing strategy;

• Manage all hiring activity (write job descriptions, post to job boards, interview, run background checks) and onboard; and

• Run all payroll, time and attendance, and benefits needs post-hire—in one platform.

Easy-to-understand reporting helps owners effectively manage their hiring process and hold their teams accountable.

Services:
• Custom career site
• Applicant engine
• Integrated job boards
• Pre-hire assessments
• Vertical-specific interview guides
• Automated reference checks
• Skill and personality assessments
• Background checks
• Onboarding
• Payroll
• Customer success and support

Most important metrics to clients:
• Applicants reviewed
• Time to review
• Time to hire
• Average time spent in each hiring step
• Quality of applicants by source
• Applicant to candidate to hire ratio by source
• Sponsored job board ROI
• Overall spend and cost per applicant

9. Epicor Software Corporation

Website: www.epicor.com

Epicor Human Capital Management offers a feature-rich human resource management solution (HRMS) you can deploy in the cloud or on premise to comprehensively manage your global workforce from recruitment to retirement so you can focus on cultivating a culture of growth.

Services:
• Human capital management (HCM)
• Core HR
• Global HR
• Training and development
• Candidate self service
• Employee self service
• Online open enrollment

• Compliance management
• Talent management
• Performance management
• Total compensation management
• Timesheets
• Integrations to payroll providers
• Integrations to Epicor ERP
• Mobile HR

Most important metrics to clients:
• Qualification match
• Cost per hire
• Benefit statement
• Benefit enrollment by person
• EEO
• Total compensation statement

Overall Leaders

Provider	Overall Score
1. iCIMS	**366.15**
2. Lumesse	364.19
3. CareerBuilder	353.80
4. gr8 People, Inc.	353.69
5. TalentGuard, Inc.	345.83
6. Lever, Inc.	339.34
7. Clinch	313.87
8. Hireology	308.81
9. Epicor Software Corporation	296.75

Breadth of Features Leaders

Provider	Breadth of Features
1. iCIMS	**7.17**
2. Lumesse	7.11
3. TalentGuard, Inc.	6.50
4. Epicor Software Corporation	6.25
5. gr8 People, Inc.	6.08
6. Lever, Inc.	6.00
7. Hireology	5.75
8. CareerBuilder	5.67
9. Clinch	4.40

Size of Deals Leaders

Provider	Size of Deals
1. Lumesse	**5.00**
2. TalentGuard, Inc.	4.25
3. iCIMS	4.17
4. gr8 People, Inc.	3.75
5. CareerBuilder	3.67
6. Clinch	3.60
7. Epicor Software Corporation	3.00
8. Lever, Inc.	2.80
9. Hireology	2.40

Quality of Service Leaders

Provider	Quality of Service
1. iCIMS	**167.17**
2. Lumesse	166.00
3. CareerBuilder	162.67
4. gr8 People, Inc.	162.25
5. TalentGuard, Inc.	158.00
6. Lever, Inc.	155.80
7. Clinch	144.70
8. Hireology	141.60
9. Epicor Software Corporation	135.25