

2020 Baker's Dozen Ratings: TALENT MANAGEMENT TECHNOLOGY

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. In order to determine an overall ranking, we analyze results across three subcategories: breadth of features, 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 provide you some insight into your next RFP process.

1. BrightMove Inc.

Website: www.brightmove.com

BrightMove pioneered applicant tracking software 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 recruitment process outsourcing (RPO) and staffing for HR teams around the world.

Services:

- Applicant tracking system (ATS)
- Award-winning customer support
- Unrivaled availability
- Modern and responsive user interface
- Built to scale

2. Hireology Inc.

Website: www.hireology.com

Hireology's recruitment candidate relationship management (CRM) system empowers multi-location, decentralized enterprises and independently-owned businesses to build their best teams with confidence. Hireology equips HR and business leaders with the skills and technology needed to manage the full employee lifecycle in one seamless platform.

Services:

- Recruitment marketing
- Candidate engagement
- Applicant tracking
- Hiring analytics
- Employee management

3. GR8 People Inc.

Website: www.gr8people.com

GR8 People provides the enterprise talent platform professionals need to recruit worldwide. It's the enterprise platform that delivers unmatched value to recruiting teams by bringing CRM, recruitment marketing, hiring, and onboarding together, connecting entire talent ecosystems to significantly improve productivity, empower the free flow of information, and drive better talent decisions faster.

Services:

- Enterprise one-experience talent platform
- CRM
- Recruitment marketing
- ATS and onboarding
- Recruiting robotics

4. Saba Software Inc.

Website: 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, performance coaching, and career progression. It does this 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

5. Workday Inc.

Website: 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

6. CareerBuilder LLC

Website: www.hiring.careerbuilder.com

CareerBuilder is a global technology company that provides end-to-end talent acquisition solutions to help employers find, hire, and onboard great talent, and helps job seekers build new skills and progressive careers as the modern world of work changes.

Services:

- Job advertising and promotion
- Talent sourcing and pipelining
- Application tracking and management
- Employment screening

7. NEOGOV

Website: www.neogov.com

NEOGOV provides on-demand HR software for the public sector that automates the entire hiring, onboarding, and performance evaluation process. NEOGOV's recruitment module centralizes the process of attracting, screening, and hiring applicants.

Services:

- ATS
- Job postings
- Branded career portals
- Onboarding
- Integration

8. iCIMS Inc.

Website: 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 4 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

9. SAP Successfactors

Website: 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 CRM
- Self-service, responsive career sites
- Comprehensive applicant management
- Global partner network

Overall Leaders

Provider	Overall Score
1. BrightMove Inc.	386.34
2. Hireology Inc.	384.44
3. GR8 People Inc.	364.28
4. Saba Software Inc.	345.61
5. Workday Inc.	311.04
6. CareerBuilder LLC	306.34
7. NEOGOV	304.87
8. iCIMS Inc.	298.65
9. SAP SuccessFactors	150.81

Breadth of Features Leaders

Provider	Breadth of Features
1. Workday Inc.	9.90
2. NEOGOV	8.00
3. Saba Software Inc.	7.76
4. Hireology Inc.	7.61
5. BrightMove Inc.	7.33
6. CareerBuilder LLC	7.07
7. iCIMS Inc.	6.50
8. GR8 People Inc.	6.30
9. SAP SuccessFactors	5.00

Size of Deal Leaders

Provider	Size of Deals
1. Workday Inc.	7.20
2. iCIMS Inc.	4.50
3. CareerBuilder LLC	4.27
4. Saba Software Inc.	4.24
5. Hireology Inc.	3.56
6. GR8 People Inc.	3.50
7. SAP SuccessFactors	3.50
8. NEOGOV	3.00
9. BrightMove Inc.	2.78

Quality of Service Leaders

Provider	Quality of Service
1. BrightMove Inc.	177.11
2. Hireology Inc.	175.72
3. GR8 People Inc.	167.20
4. Saba Software Inc.	156.88
5. CareerBuilder LLC	138.73
6. Workday Inc.	137.70
7. NEOGOV	137.70
8. iCIMS Inc.	135.45
9. SAP SuccessFactors	66.60