The Buyer's Guide to Talent Management Software

Curated from End-User Reviews on:

trustradius

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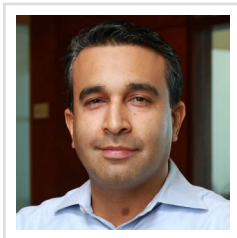
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Introduction

Why You Should Read This Guide – Vinay Bhagat, Founder & CEO, TrustRadius

TrustRadius is excited to publish our Buyer's Guide to Talent Management Software, following publication of our companion Core HR guide. It provides practical guidance to help you find the best talent management software solution for your use case. Based on insights from real software users, it offers an in-depth exploration of the overall talent management market, as well as product profiles for the leading vendors. Our research team analyzed more than 450 reviews and ratings of talent management software by authenticated users on trustradius.com, with the vast majority of reviews sourced independently of vendors.

About This Talent Management Guide – Alan Cooke, Research Analyst, TrustRadius
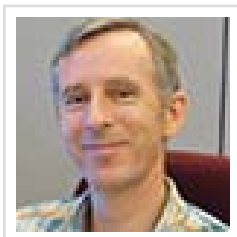
This guide covers a range of talent management products not all of which have precisely the same set of capabilities or starting points. However, these are all suite products and typically include recruiting, onboarding, performance management, succession management and, sometimes, learning management. Some products included in our Core HR guide are also featured here as they contain significant talent capabilities and are often considered alongside pure talent management solutions when procurement decisions are being made. The dividing line between these categories is blurring and will probably vanish at some point in the future as vendors strive to offer a complete range of capabilities under one roof.

In the guide you will find:

- » A primer on talent management software for those new to the field

- » Descriptions of various types of talent management suites along with their advantages/disadvantages and best-fit scenarios to help you understand the best choice for your use case

- » Analyses (2 dimensional charts) we call TrustMaps™, comparing the software solutions based on "Likelihood to Recommend" ratings and evaluation frequencies on TrustRadius

- » Product ratings across multiple factors from real user reviews

- » A discussion of key market dynamics and trends

What is Talent Management Software?

Talent management is sometimes considered a synonym for performance management. However, in reality, talent management software is a set of HR capabilities—including but not limited to performance management—that are considered strategically important to the organization. One possible definition is that talent management software is designed to manage talent through the entire lifecycle from acquisition through development, to reward, and measurement to ensure that the best people are being hired, developed and trained and compensated to maximize value for the organization.

The primary constituent elements of talent management suites form a continuum of activities and processes, revolving around the most important resource in any organization – its people. The primordial talent concerns of most organizations include:

» Improving the quality of hires

» Speeding up the time to competency

» Improving performance and development

» Making sure that everyone is working on projects with the highest potential for impact

» Ensuring that talent is rewarded and compensated

» Finding a new generation of leaders

» Continuously developing staff to meet the fast changing needs of the modern corporation

Talent management software is designed specifically to help organizations meet these highly strategic goals.

RECRUITMENT/ATS	ONBOARDING	PERFORMANCE MANAGEMENT	COMPENSATION MANAGEMENT	CASCADING GOAL ALIGNMENT	SUCCESSION PLANNING	LEARNING MANAGEMENT
Efficient hiring of the best talent available	Orienting new hires and getting them up to speed quickly	Measuring performance against goals and aligning compensation with performance	Compensating employees according to performance	Individual / departmental goals aligned with corporate goals	Identifying and training future leaders	Improving employee skills and competencies

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Not all talent management vendors offer all of these capabilities, and there are also many vendors offering software that performs just one of these functions. For example, there is an entire category of recruiting or applicant tracking software that is designed to simplify the recruiting process and nothing else. However, recruiting is increasingly being seen as a key strategic capability for organizational success, and is being absorbed into the talent management area. Vendors selling large suites into the enterprise market, like Ultimate Software and Workday, have been able to build recruiting systems from the ground up that incorporate innovative new functionality like social recruiting, mobile access, and search engine optimization, forcing traditional ATS vendors to follow suite. Similarly, there are many learning management vendors providing software focused on just that area; however, some talent suites have absorbed a simple level of LMS, although there will always be requirements for an LMS to address complex learning requirements.

Comparing HR solutions

Vendor solutions are not always directly comparable. The various product solutions often have different legacies and different combinations of capabilities with quite different strengths and weaknesses. Not all products do everything equally well and there will inevitably be tradeoffs.

Organization size is also a factor in making a purchase decision. Some of these products have been designed for large organizations and are scalable across many thousands of employees across many departments and even different geographical locations. Others are less scalable and have been designed for smaller organizations. For this reason, we have included separate TrustMaps for SMBs and enterprises.

Criteria for inclusion in the Guide

Single function products handling a single component of the talent management suite of capabilities are not included. Products do not have to contain the entire range of capabilities, but must offer two or more to be included in the guide. Each product must also have at least 10 reviews and ratings by end-users on TrustRadius (most have many more). We will be publishing a guide focused specifically on recruiting / applicant tracking in the near future.

Common Capabilities of Talent Management Software

The following section outlines the primary capabilities common to most talent management software products:

Recruiting/ATS

Recruiting or Applicant Tracking Software is software used to manage the recruitment process electronically by handling job postings, applicant status, resume management, etc.

Features related to Recruiting/ATS are:

- » Ability to create and manage job requisitions quickly and easily.
- » Ability to post jobs to the internal website and also to external social media sites and top job boards.
- » Bulk upload of resumes with some contact information parsing functionality to increase efficiency.
- » Ability to recognize duplicate candidates to prevent candidates from being entered more than once.

» Search functionality making it easy to retrieve candidates with specific attributes.

» Applicant status tracking allowing hiring team to see status of each applicant.

» Collaboration allowing notes and evaluations to be shared across the hiring teams.

» Notifications and alerts reminding team members of tasks to be completed.

Onboarding

Onboarding is the process of orienting new hires to the social and performance aspects of their jobs so that they are able to function in their new roles as quickly as possible.

Features relating to Onboarding are:

» A new hire portal where all required reading materials, corporate information, forms and other paper-work can be posted online.

» Tracking tools allowing managers to check status on individual hires for all onboarding activities.

» Tools for compliance tracking and reporting allowing managers to ensure that all new hires are in compliance with federal regulations for employment.

Performance Management

Performance management is the process of ensuring that employees meet pre-determined objectives and goals through regular check-ins and a formal employee performance appraisal process.

Features related to Performance Management are:

» Supervisors have the ability to write individual performance plans including goals, and competencies, including ability to weight or prioritize specific elements of the plan.

» Supervisors can track disciplinary actions such as performance improvement plans.

» Supervisors can monitor and track performance with dashboard showing milestones and status.

» Supervisors can nominate additional employee raters for feedback.

» System can generate reminders to ensure review completion timeliness.

» Workflow restrictions ensure that employee can only see finalized official review once completed.

» System supports multiple review types including annual, quarterly mid-year and anniversary reviews. Some systems also support 360-degree feedback appraisals where peers, managers and direct reports give anonymous feedback designed to improve performance.

» System provides dashboards, ad-hoc reports and custom reporting capabilities.

Cascading Goal Alignment

Closely connected to performance management is goal alignment, which is the practice of ensuring that all employees have clearly designed goals in support the overall corporate strategy. Goals are aligned across the enterprise such that they cascade downwards from the top-level corporate goals.

Features related to Goal Alignment are:

» Corporate goal setting enables definition of corporate goals, and/or vision statements.

» Subordinate goal setting enables definition of subordinate departmental or team goals in support of overall corporate goals.

» Individual goal setting enables definition of individual goals that align to organizational and subordinate goals.

» Non-hierarchical goal setting allows goals to be set which are outside of official reporting relationships.

» Line-of-sight visibility for each goal to see how goals support overall corporate objectives.

» Performance tracking allowing managers to track individual progress against goals as a component of overall performance.

Succession Planning

Succession planning is the identification and development of internal employees with the potential to fill key business leadership positions in the company.

Features related to succession management include:

» Managers can create and manage pools of potentially high-performing individuals.

» Candidate readiness for key business positions can be ranked and assessed.

» Ability to view and manage potential succession management candidate profiles.

» Candidate search provides search capabilities for potential candidates based on attribute or other profile data.

» Candidate development enables the assignment of learning and development goals, sometimes in response to 360-degree appraisals.

Learning Management

Learning management is the development, deployment and management of training modules to enable employees to pursue learning goals either to reach development milestones or to meet regulatory requirements.

Features related to learning management include:

» Course creation capabilities in support of performance goals or succession plans, including the ability to create assessments, quizzes and certifications to track employee progress.

» Course enrollment functionality allowing employees to register and sign up for courses and receive notifications and reminders as course date approaches.

» Tracking and reporting tools allow administrators to view student progress, export data and create relevant reports demonstrating whether training programs are meeting their objectives.

» Integration with other talent management capabilities in addition to external systems like CRM systems. CRM integration can be helpful as it enables sales training materials to be provided directly from within the tool that sales people use every day.

» Recommendation engine to suggest or identify courses that will help individuals make progress toward their developmental goals.

Factors to Consider when Selecting Talent Management Software

Integration of capabilities

As corporations strive to capture strategic advantage through hiring and training top-quality staff and aligning work in pursuit of strategic corporate goals, talent management systems have received enormous attention recently. The emergence of talent management suites over the last ten years has followed a familiar path to anyone familiar with software category lifecycles. Product suites spanning most or all of the talent management components have emerged through a process of mergers and acquisitions as well as new development.

Talent management capabilities supplied by Core HR vendors

One source of talent management capabilities is Core HR software vendors providing functionality like employee database, payroll, job and position management, and employee self-service. As companies increasingly look for product suites with a broad range of interconnected capabilities in order to avoid the difficulties of having to integrate different software themselves, the appeal of a suite that includes talent capabilities and Core HR functions is obvious. Many Core HR vendors have expanded their products in this way. For example Ultimate Software introduced performance management and onboarding in 2007/8, and then introduced a new, built from the ground up, recruiting solution in 2014. ADP and Ceridian have adopted a similar strategy, and there have been some notable acquisitions demonstrating the same trend. For example, SAP acquired SuccessFactors in 2011 for $3.4 billion, while Oracle acquired Taleo two months later for $1.9 billion. Even Salesforce, a vendor one does not normally associate with HR technology, has entered the HR arena through acquisition of social performance management tool Rypple in 2011 (this has since been integrated with Chatter and re-branded as Work.com for sales improvement). This expansion of Core HR capabilities to include talent management has resulted in the creation of what is often referred to as Human Capital Management suites or HCM. Workday is an example of a company with even greater aspirations concerning breadth of functionality, moving in the direction of a complete ERP platform from its starting point in Core HR.

Pros/Cons of using a Core HR vendor for talent management

There are many reasons why customers might not want to procure talent management capabilities from the same vendor that supplies their Core HR functionality. First among these is the belief that Core HR vendors have a core competency in back-end administrative systems and data integrity rather than talent management, and their talent solutions are always somewhat of an add-on afterthought. While this has been true in the past, these vendors have made significant strides in recent years, and their talent offerings have improved significantly, even if they do not always offer the same breadth of capabilities as pure-play talent vendors. Interestingly, a small sample of feature rating data on TrustRadius shows that end-users highly rate the talent management features of some Core HR suite products. Recruiting capabilities in particular score very highly.

Talent Management Ratings Scores for Core HR products

The following table summarizes the scores for talent management feature ratings for four different Core HR products that also offer talent management capabilities and compares their scores to those of pure-play talent management products:

TALENT MANAGEMENT USE CASES	PERFORMANCE MANAGEMENT	GOAL ALIGNMENT	SUCCESSION MANAGEMENT	RECRUITING/ ATS	NO. OF RATINGS
ADP Workforce Now	5.8	8.0	7.3	8.3	50
Oracle PeopleSoft	8.7	8.2	8.0	8.4	46
Ultimate Software's UltiPro	7.4	8.2	7.1	8.3	133
Workday	7.9	8.9	9.0	8.2	33
Average Talent Management Rating	7.8	7.3	7.1	6.2	496

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A second issue is that Core HR product platforms tend to be older legacy products, many of which were not originally designed for the cloud, even if many of these vendors now offer cloud versions of their original products.

A further objection is that these capabilities have often been acquired by Core HR vendors through acquisition and bolted on to the Core HR product such that the resulting product offering does not offer a truly integrated or unified user experience.

Still, many customers have proved willing to accept a more restricted range of functionality or a less unified user experience in order to simplify procurement, deployment, and support processes by having a single vendor.

Talent Management Suites

Talent Management suites are entirely focused on providing an integrated suite of capabilities from recruiting and onboarding, through goal alignment, performance management, succession planning and learning.

The advantages of this focus are considerable. Integration of these capabilities reduces errors and improves data integrity, resulting in better analytics and ultimately better overall corporate performance.

Another benefit of integrated suites is that they may offer a more unified user experience and are much easier to learn for that reason. Generally speaking, a unified customer experience across modules has a positive impact on overall satisfaction. However, the range of capabilities available varies from one product to another, and the strengths of the various modules are often quite different. For example, Cornerstone OnDemand and Saba Software began life as learning management systems, while Halogen and SuccessFactors have a strong legacy in performance management. IBM Kenexa and Taleo, on the other hand, have a strong recruiting or ATS legacy. While each of these vendors has since expanded to offer the full range of talent management capabilities, many of them retain a core strength in their area of original focus. The same "bolt-on" problem we have seen with Core HR is also an issue with talent management suites. Just because the various modules are marketed as a suite does not mean that all modules are well integrated or that they are all equally strong. In reality, integration of modules varies in quality, as does the relative quality of the various modules.

Three Key Things to Look For

1. **User Experience**

   Just as Core HR vendors have often acquired talent management capabilities through acquisition, pure-play talent vendors have also frequently expanded beyond their original area of specialty through acquisition. It is important to look for a product that has a coherent user experience with a unified user interface across modules. As discussed in the companion guide to this one on Core HR, products are increasingly being designed around a user engagement model that makes people *want* to use them rather than obliged to use them. User experience is very important for getting buy-in for employees— making sure that they actually use them productively.

2. **Robust Functionality Across Modules**

   Not all vendors have the same robust capabilities across modules but may have strengths in a couple of specific areas. Look for a balanced set of capabilities across all areas that matter to you, with the provision that if a dedicated point solution is being used for a particular function like recruiting, capabilities in that area may not be relevant.

3. **Unified Reporting**

   Since talent management suites are by definition an agglomeration of different capabilities, it is essential that the reporting engine is capable of pulling data from across modules in order to build reports that provide real business insight. For example, employee data from the performance management module indicating particularly high-performing employees might be linked to leadership and development resources in the learning management system and to the succession management module, which helps companies source and train the next generation of leaders.

Product capabilities

The following table summarizes the capabilities offered by each vendor:

PRODUCT NAME	SEGMENT FOCUS*	TALENT MANAGEMENT CAPABILITIES					
		RECRUITING	ONBOARDING	PERFORMANCE MGMT	SUCCESSION MGMT	GOAL ALIGNMENT	LEARNING MGMT
Cornerstone OnDemand	Enterprise	✓	✓	✓	✓	✓	✓
Halogen Software	Mid-Market	✓	✓	✓	✓	✓	✓
Oracle Taleo	Enterprise	✓	✓	✓	✓	✓	✓
IBM Kenexa	Enterprise	✓	✓	✓		✓	✓
PeopleFluent	Enterprise	✓	✓	✓	✓	✓	✓
SAP SuccessFactors	Enterprise	✓	✓	✓	✓	✓	✓
SilkRoad LifeSuite	Mid-Market	✓	✓	✓	✓	✓	✓
Ultimate Software's UltiPro	Enterprise	✓	✓	✓	✓	✓	
Workday	Enterprise	✓	✓	✓	✓	✓	

*Based on number or reviews in each segment

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The Best Talent Management Software for Small and Medium-Sized Businesses (<1,000 employees)

Talent Management SMB TrustMap™

Based on ratings and reviews on TrustRadius.com as of 4/01/2015
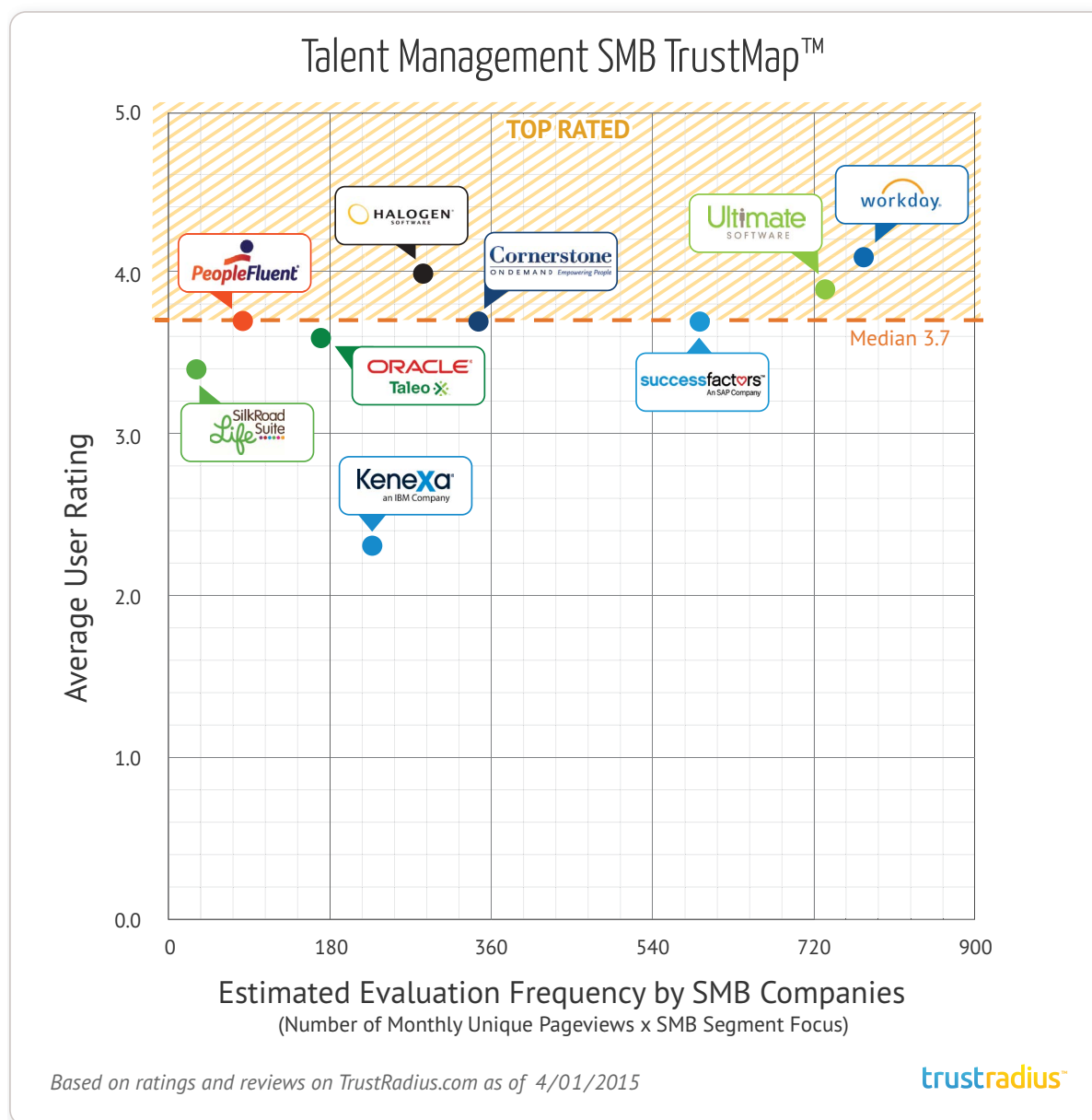
Halogen Software, PeopleFluent and Cornerstone OnDemand are the highest-rated talent management products, with Halogen getting the highest score. Workday and UltiPro are both featured on this chart because each product provides significant talent management capabilities, although their "Likelihood to Recommend" scores are likely primarily reflective of their Core HR capabilities. However, as mentioned above both products receive strong talent management feature rating scores on TrustRadius.

The Best Talent Management Software for Enterprises (>1,000 employees)
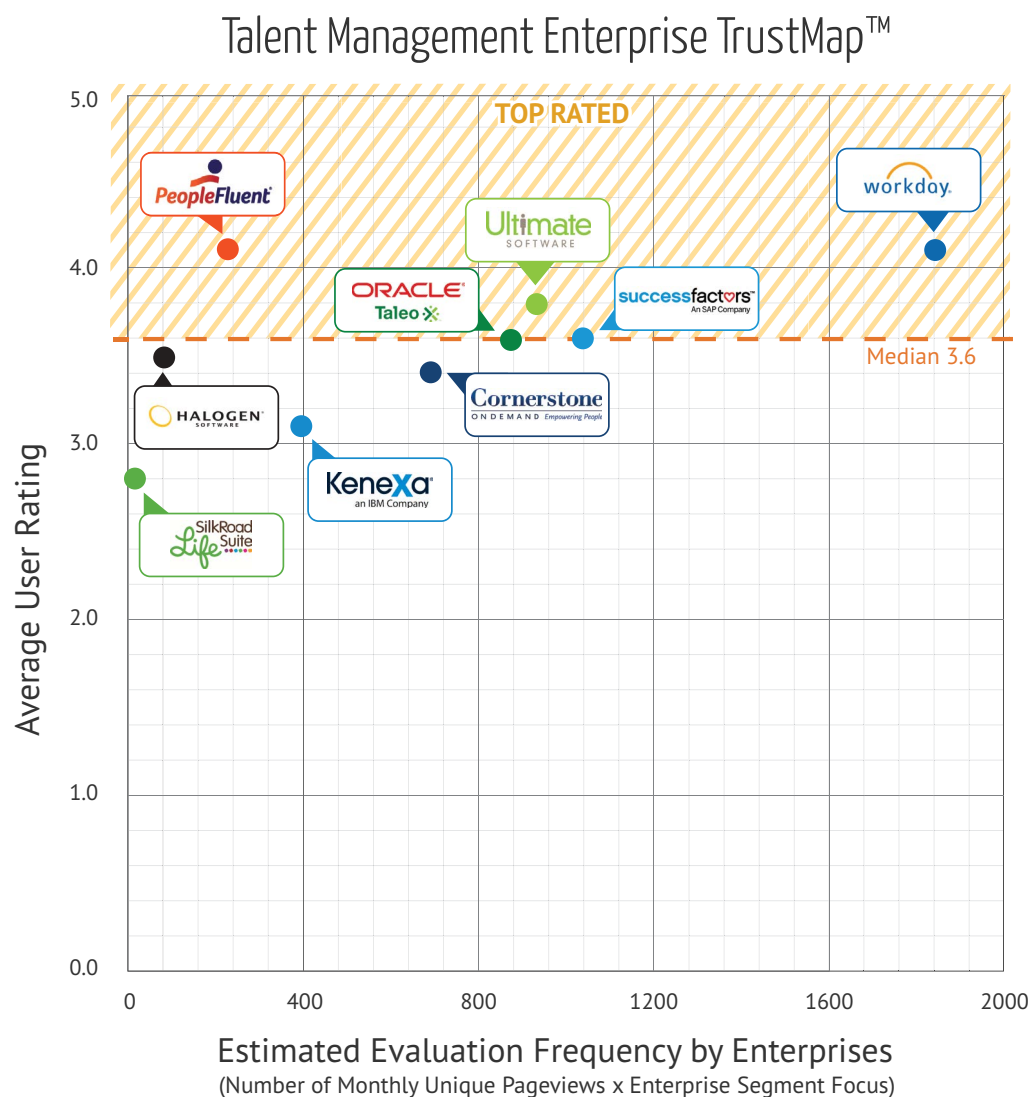
Talent Management Enterprise TrustMap™

TOP RATED

Average User Rating (y-axis): 0.0, 1.0, 2.0, 3.0, 4.0, 5.0

Median 3.6

Estimated Evaluation Frequency by Enterprises
(Number of Monthly Unique Pageviews x Enterprise Segment Focus)

x-axis: 0, 400, 800, 1200, 1600, 2000

Products plotted: PeopleFluent, Ultimate Software, workday, ORACLE Taleo, successfactors An SAP Company, HALOGEN Software, Cornerstone ON DEMAND Empowering People, KeneXa an IBM Company, SilkRoad Life Suite

Based on ratings and reviews on TrustRadius.com as of 4/01/2015

PeopleFluent receives the highest score with Oracle Taleo and SAP SuccessFactors also receiving top scores. As with the SMB TrustMap, Workday and UltiPro are both featured on this chart because each product provides significant talent management capabilities, although their scores are primarily reflective of their Core HR capabilities. However, as mentioned above both products receive strong talent management feature rating scores on TrustRadius.

Methodology

The TrustMap™ compares Talent Management software products, based on end-user satisfaction ratings and evaluation frequency.

In order to be included in a TrustMap™ and in this guide, there must be at least 10 reviews and ratings of a product across all segments on TrustRadius.com. All ratings and reviews come from authenticated end-users of the software and the vast majority of reviews were sourced independently of vendors.

For this guide, we have segmented by the size of the company using the product, based on number of employees. Our market segments are:

» Mid-Size Companies: 1-1,000 employees

» Enterprises: More than 1,000 employees

We have created each TrustMap on two dimensions:

1. **Average User Rating:** The average "Likelihood to Recommend" rating - a representation of overall satisfaction - by users who have written reviews on TrustRadius.

2. **Evaluation Frequency:** This metric indicates how often a product is evaluated on TrustRadius. It is measured by monthly unique page views of pages associated with a given product, including product descriptions, reviews and comparisons. Products with large installed bases or those experiencing significant growth momentum are evaluated more frequently.

The red dotted line depicts the median user rating. All products above the red line are classified as "Top Rated". Products further to the right on the graphic are those products that are most frequently searched for on TrustRadius. High search volumes may indicate either positive or negative sentiment – people evaluating a product either to select or replace.

Satisfaction ratings are one factor to consider in your search for a Talent Management solution. It's also important to consider your feature requirements and the particular strengths and weaknesses of each product. The rest of this report provides an evaluation of each software product, including pros and cons, market segment focus, and other insights gleaned from end-user reviews on TrustRadius.

Cornerstone OnDemand
Talent Management Software

Software Profile & Review Summary

Cornerstone's origins are in Learning Management, but today they offer a full range of talent management capabilities as part of the Cornerstone OnDemand SaaS platform. The company was founded in 1999, and went public in March 2011. Cornerstone acquired Sonar6 in 2012 for $14. Sonar6 was a provider of talent management software for small businesses and has since been re-named Cornerstone Growth Edition. In 2014, Cornerstone OnDemand acquired a big data/machine learning company called Evolv for $42m. The goal of the acquisition is to drive predictive analytics potential around HR data to help companies make better decisions around workforce performance.

Company Status	Public
2014 Revenue	$263.6m
Revenue Growth 2013-2014	42%
Customers	2,100
Employees	1,361

Cornerstone OnDemand Customer Distribution
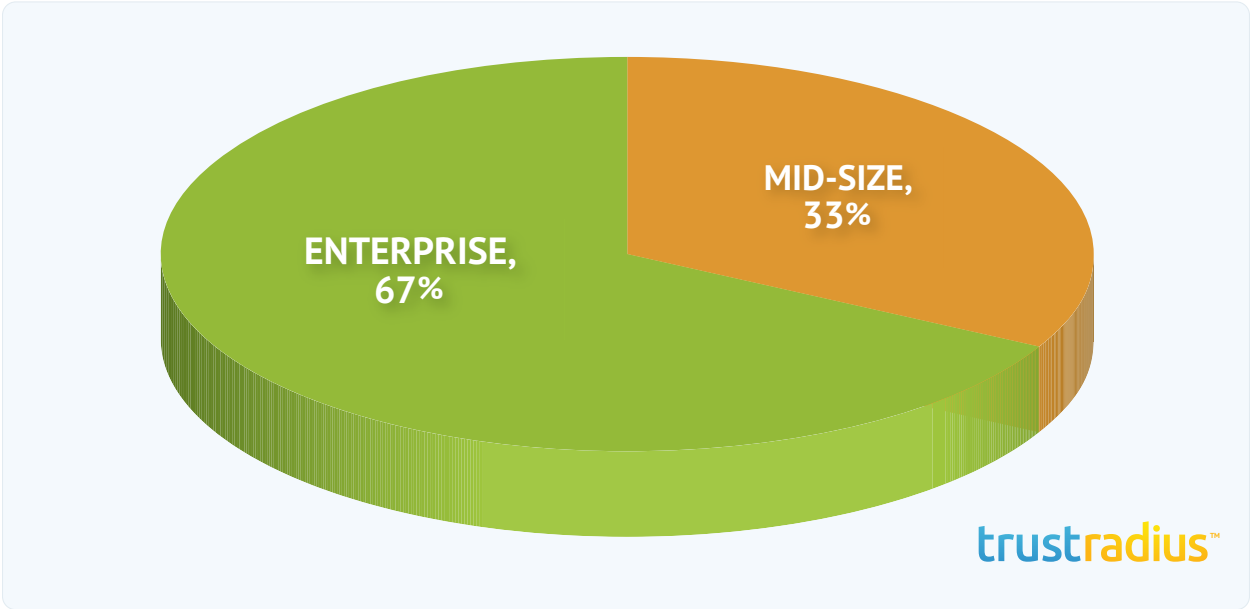
Source: (11) User reviews of Cornerstone OnDemand on TrustRadius

Aggregate User Ratings of Cornerstone on OnDemand on TrustRadius

RATING ATTRIBUTE	CORNERSTONE ONDEMAND RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	TALENT MANAGEMENT AVERAGE RATING
Likelihood to recommend	7.1	11	7.4
Likelihood to renew	7.6	11	7.7
Product usability	7.5	2	7.6
Product availability	7.0	1	8.5
Product performance	6.0	1	7.2
Support	5.0	2	6.2
In-person training	N/A	N/A	8.4
Online training	7.0	1	7.4
Implementation satisfaction	6.5	2	7.4

Source: (11) User reviews of Cornerstone OnDemand on TrustRadius

Summary of Cornerstone OnDemand Reviews

CORNERSTONE ONDEMAND PROS	CORNERSTONE ONDEMAND CONS
Strong tool set – Great LMS tools and strong compensation, performance management, and succession planning modules.	**System Administrator Access** – Some features can only be enabled on the back end by vendor.
Integration with 3rd-party systems – It integrates very well with Workday, pulling in organizational data to prevent double data entry. It also integrates well with MS Outlook.	**Enhancement Requests** – Requests for enhancements to the product take a long time to be implemented.
No storage charge – Unlike other systems, there is no additional charge to store training courses in the system.	**Customer Support** – Two users report that customer support is a pain point. *In response, Cornerstone suggests that this complaint is not common, and that they "have a 95% retention rate since 2002".*
Integrated modules – Modules have all been built from the ground up rather than acquired, therefore integration is good.	
SCORM – Strong support for SCORM (Sharable Content Object Reference Model) content.	
User interface – User interface is functional but not particularly modern looking. However, it is gradually being updated.	

Source: (11) User reviews of Cornerstone OnDemand on TrustRadius

Cornerstone OnDemand Response to Reviewer Feedback

Cornerstone OnDemand thanks our client reviewers on TrustRadius. Indeed, since 1999 we have focused our efforts on building the top organically developed, best-of-breed Talent Management Suite on the market. Clearly, our core products across recruiting, learning, performance, and succession planning are not only leading edge, but also tightly integrated into the broader system as a whole. Today we continue to add on in areas like onboarding, predictive talent analytics, social collaboration, and more.

We see reporting as a strength for the vast majority of our clients. The Cornerstone Analytics suite provides (1) hundreds of out-of-the-box, client-configurable standard reports, (2) extensive dashboards for managers and executives, and (3) a field-by-field custom report tool for when clients really need to go deeper on how they access the data.

Last, we are always refining our Client Success Framework, which informs every step along the relationship path with every client. To date, our 95% client retention rate speaks volumes about the type of support we try to provide to clients at every level of the organization – administrators, managers, and HR executives. It doesn't mean we're perfect, but our happy, returning clients tell the best stories.

Halogen Software
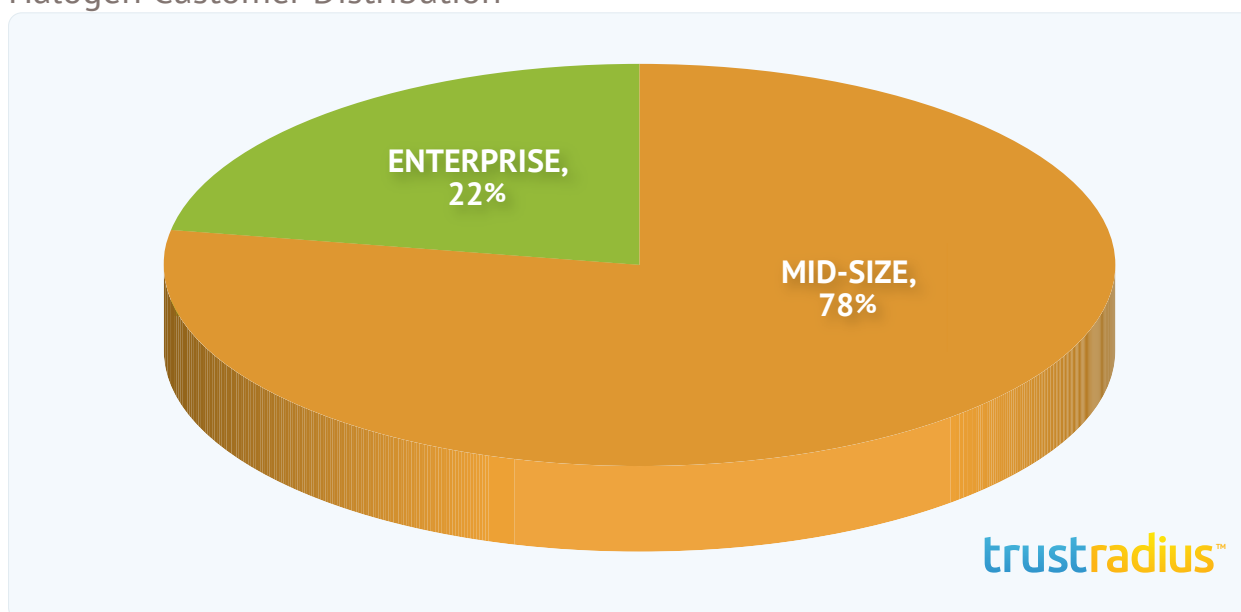## Talent Management Software

Software Profile & Review Summary

Halogen Software was founded in Ottawa Canada in 2001 and the original focus of the company was on performance management for mid-market companies. The original product was installed software and the company introduced subscription based software in 2006. Since 2012, they only sell subscription software. The company has expanded its offerings to include recruiting, succession management, 360-degree rater, compensation, and leaning management. Halogen went public in May 2013 raising $50m, which it is primarily using to grow its sales and product development teams, and expand its presence in UK and Australia. A large portion of the proceeds is also being used to strengthen the balance sheet.

Company Status	Public
2014 Revenue	~$56 million+
Revenue Growth 2013-2014	19%
Customers	2,150
Employees	460

Halogen Customer Distribution

Source: (16) User reviews of Halogen Software on TrustRadius

Aggregate User Ratings of Halogen Software on TrustRadius

RATING ATTRIBUTE	HALOGEN SOFTWARE RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	TALENT MANAGEMENT AVERAGE RATING
Likelihood to recommend	7.9	16	7.4
Likelihood to renew	8.4	9	7.7
Product usability	10.0	1	7.6
Product availability	N/A	N/A	8.5
Product performance	N/A	N/A	7.2
Support	9.3	3	6.2
In-person training	N/A	N/A	8.4
Online training	N/A	N/A	7.4
Implementation Satisfaction	10.0	1	7.4

Source: (16) User reviews of Halogen Software on TrustRadius

Halogen Talent Management Ratings

TALENT MANAGEMENT COMPONENT	TALENT MANAGEMENT RATING	NUMBER OF RATINGS	AVERAGE TALENT MANAGEMENT RATING
Performance Management	8.1	50	7.8
Goal Alignment	8.0	28	7.3
Succession Planning	N/A	N/A	7.1
Recruiting/ ATS	N/A	N/A	6.2

Source: (16) User reviews of Halogen Software on TrustRadius

Summary of Halogen Software Reviews

HALOGEN SOFTWARE PROS	HALOGEN SOFTWARE CONS
Strong Feature set – Very effective and well-integrated appraisal, goal alignment and 360 degree multi-rater functionality.	**Track changes** – Ability to track changes in the job description builder would be nice, but they are working on it.
Excellent training/Implementation – System administrator training and system Implementation are both very effective. Implementation staff is very competent and easy to work with.	**Compensation module** – The compensation module has limitations, particularly around bonuses and stock options.
User-friendly – The user interface is very easy to use and learn, even with minimal training.	**Notifications** – Notification options are limited and there is no way to segment different notifications or route for approval before sending.
Customer support – Very competent support staff and highly responsive.	**Reporting** – Reporting capabilities are quite basic and not very flexible. There are very few customization options.

Source: (16) User reviews of Halogen Software on TrustRadius

Halogen Response to Reviewer Feedback

We work with the best customers in the industry – and we thank them for their partnership and their collaboration on ways we can improve and grow together. We appreciate and value customer feedback on our products, services and overall customer experience. Every customer touch point at Halogen puts a priority on sharing enhancement requests from our broad customer base with our product and services teams, so we can continuously improve our offerings. It's through this lens that we continue to build depth and capability in our talent management solutions that meets the most important business needs of our customers.

At Halogen, we've established an unrelenting goal to deliver a world-class customer experience, but it's our clients who make this constant goal of striving for excellence very easy for us. We're relentlessly focused on making our customers successful, whether they're a small firm of 100 employees or a large enterprise with tens of thousands of employees. And it's that focus that has earned us repeated recognition as having the highest customer satisfaction ratings in the industry.

Software Profile & Review Summary

Kenexa was founded in 1987 with a focus on recruitment, which remains a key part of the Kenexa offering. The company went public in 2005, raising $86m, and over the next 10 years, acquired a number of companies to expand it's core offering. In 2005, it acquired Webhire for $34m and the, following year, acquired BrassRing for $115m gaining candidate hiring, skills management, and outsourcing solutions. In 2010, Kenexa released it's new SaaS technology platform called Kenexa 2X, and shortly thereafter acquired Salary.com for $80m, adding compensation management to it's portfolio. The company partnered with HireVue in 2011 to include their interviewing platform as a component of the Kenexa platform, and then added LMS with the acquisition of OutStart in 2012 for $34m. The company was itself acquired by IBM in 2012 for $1.3billion.

The current Kenexa incarnation is as the IBM Kenexa Talent Suite, comprising Kenexa Talent Acquisition Suite (recruitment, onboarding) and Kenexa Talent Optimization Suite (performance management, succession management, and compensation planning).

Note: Reviews on TrustRadius are only of the recruiting/ATS functionality provided by Kenexa BrassRing and not of other capabilities offered by the suite.

Company Status	Public
2014 Revenue	~$291m (at time of acquisition by IBM)*
Revenue Growth 2013-2014	N/A
Customers	8,900 (at time of acquisition by IBM)*
Employees	2,800 at time of acquisition**

*http://www.forbes.com/sites/forrester/2012/08/28/why-ibm-bought-kenexa-to-reach-a-new-business-technology-buyer/
**http://www.zdnet.com/article/ibm-buys-kenexa-for-1-3-billion-eyes-social-hr-software-services/

IBM Kenexa Customer Distribution
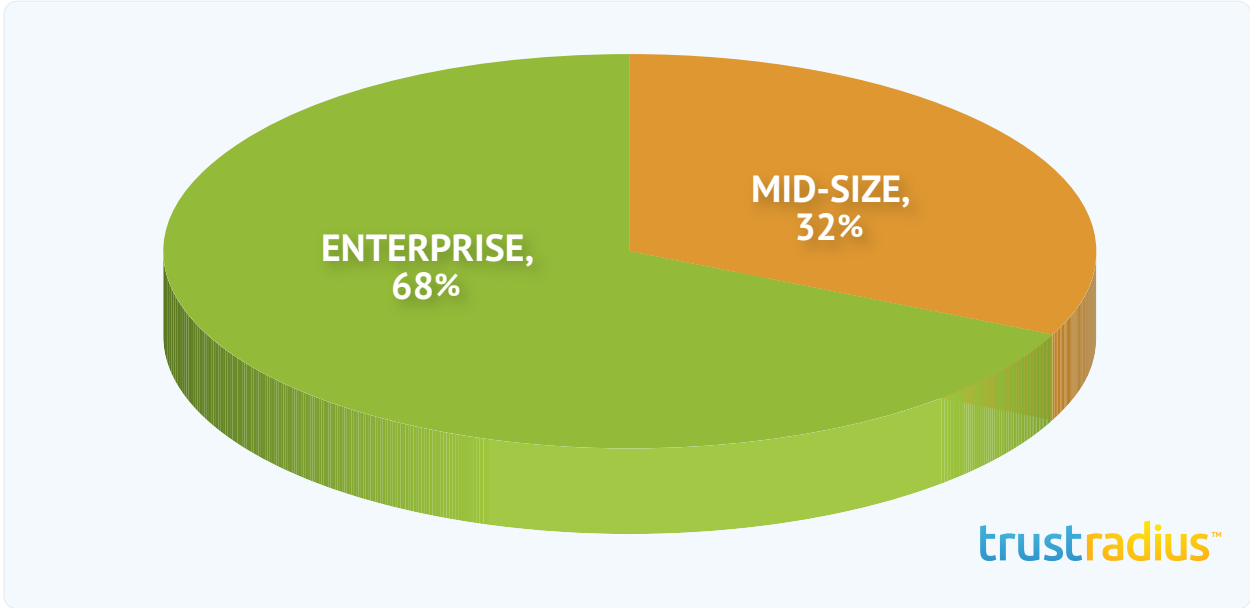
Source: (18) User reviews of Kenexa on TrustRadius

Aggregate User Ratings of IBM Kenexa on TrustRadius

RATING ATTRIBUTE	IBM KENEXA RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	TALENT MANAGEMENT AVERAGE RATING
Likelihood to recommend	5.8	18	7.4
Likelihood to renew	5.9	12	7.7
Product usability	6.0	3	7.6
Product availability	N/A	N/A	8.5
Product performance	N/A	N/A	7.2
Support	1.0	1	6.2
In-person training	N/A	N/A	8.4
Online training	N/A	N/A	7.4
Implementation satisfaction	6.0	1	7.4

Source: (18) User reviews of Kenexa on TrustRadius

IBM Kenexa Talent Management Ratings

TALENT MANAGEMENT COMPONENT	TALENT MANAGEMENT RATING	NUMBER OF RATINGS	AVERAGE TALENT MANAGEMENT RATING
Performance Management	5.7	20	7.8
Goal Alignment	5.8	10	7.3
Succession Planning	4.1	9	7.1
Recruiting/ ATS	N/A	N/A	6.2

Source: (18) User reviews of Kenexa on TrustRadius

Summary of IBM Kenexa Reviews

IBM KENEXA PROS	IBM KENEXA AREAS FOR CONS
Solid ATS – Kenexa BrassRing is a good applicant tracking tool for posting positions managing template profiles, background checks, etc.	**System outages** – Several users complain that system outages are troublesome or that the system runs slow.
Customer support – Support is generally helpful and timely.	**Integration** – The system does not integrate well with external HCM tools like Workday.
Candidate search – System uses Boolean logic search, which is very effective for finding applicants with specific characteristics in a vast applicant pool.	**Workflow design** – Several users complained that after finding a candidate though search, it is not possible to email the candidate from there. Also workflow potentially confusing if not using all the steps first interview, second interview etc.).
Onboarding integration – Integration between the recruiting and onboarding modules is strong.	**Offer letter creation** – Offer letter creation is cumbersome and letters are difficult to format correctly.

Source: (18) User reviews of Kenexa on TrustRadius

IBM Response to Reviewer Feedback

N/A

Oracle Taleo
Talent Management Software

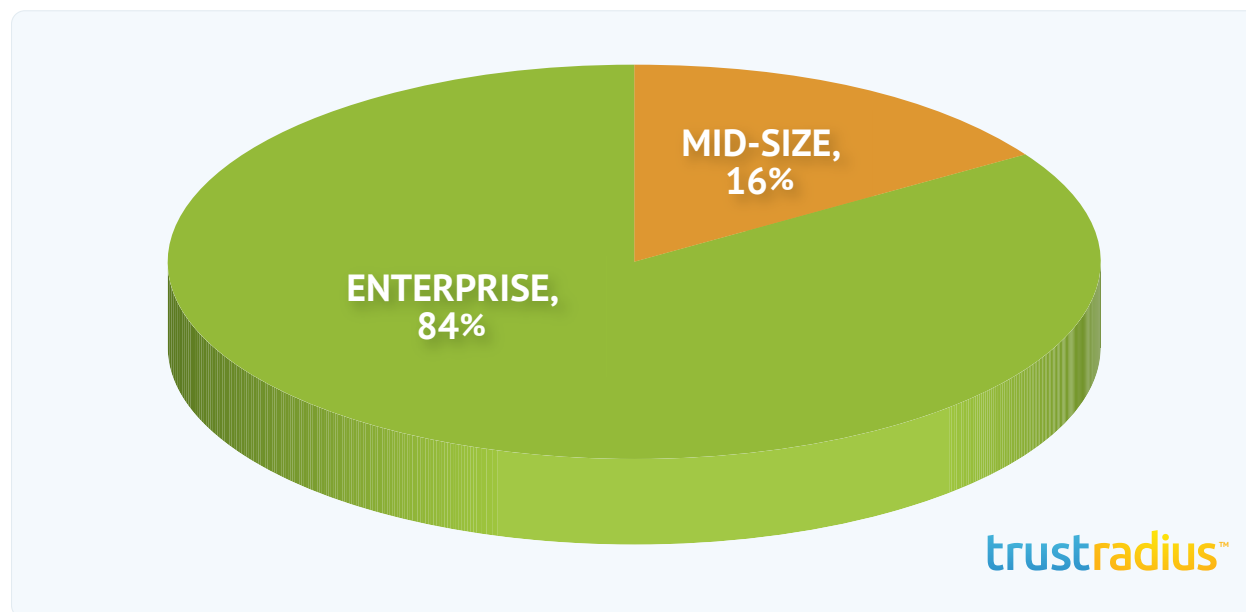## Software Profile & Review Summary

Taleo's roots are in recruiting, and the company was founded in Canada in 1996 originally as a job board. The company initially changed its name to Recruitersoft and became Taleo in 2004. The company expanded from its base in recruiting adding performance management in 2010, compensation management in 2009, and learning management in 2010. Addition of these capabilities was achieved largely through acquisition of other companies. Oracle acquired Taleo in 2012 for $1.9billion. Oracle offers different versions of the suite for enterprises and SMBs called Oracle Taleo Enterprise Cloud Service and Oracle Taleo Business Edition Cloud Service respectively.

Company Status	Public
2014 Revenue	$309m (2011 before acquisition)*
Revenue Growth 2013-2014	N/A
Customers	5,000+ *
Employees	293 + (from LinkedIn)

*http://finance.yahoo.com/news/Taleo-Reports-Fourth-Quarter-iw-1932312348.html

Oracle Taleo Customer Distribution

MID-SIZE, 16%

ENTERPRISE, 84%

Source: (32) User reviews of Oracle Taleo on TrustRadius

Aggregate User Ratings of Oracle Taleo on TrustRadius

RATING ATTRIBUTE	ORACLE TALEO RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	TALENT MANAGEMENT AVERAGE RATING
Likelihood to recommend	7.3	32	7.4
Likelihood to renew	7.6	24	7.7
Product usability	6.0	1	7.6
Product availability	N/A	N/A	8.5
Product performance	N/A	N/A	7.2
Support	N/A	N/A	6.2
In-person training	N/A	N/A	8.4
Online training	8	1	7.4
Implementation satisfaction	N/A	N/A	7.4

Source: (32) User reviews of Oracle Taleo on TrustRadius

Oracle Taleo Talent Management Ratings

TALENT MANAGEMENT COMPONENT	TALENT MANAGEMENT RATING	NUMBER OF RATINGS	AVERAGE TALENT MANAGEMENT RATING
Performance Management	8.4	5	7.8
Goal Alignment	6.5	11	7.3
Succession Planning	8.4	5	7.1
Recruiting/ ATS	N/A	N/A	6.2

Source: (32) User reviews of Oracle Taleo on TrustRadius

Summary of Oracle Taleo Reviews

ORACLE TALEO PROS	ORACLE TALEO CONS
ATS – The ATS is an effective platform for recruiting allowing for pre-screening, candidate tracking, easy posting to external job boards, and good applicant communication tools.	**Onboarding** – Onboarding capabilities are not as intuitive as other modules. Configuration can be challenging.
Performance management – Individual performance management, career planning and goal alignment is a strong offering.	**Customer support** – Customer service has deteriorated significantly since the acquisition by Oracle. Long response times and lackluster service.
User interface – The system is generally quite intuitive, even for the non-technical.	**Expensive** – The ATS is not cost-effective for smaller organizations, although there are enterprise and SMB versions.
Customizable – The system is very customizable allowing creation of different user experiences.	**System slowness** – Some users complain of system latency and occasional crashes.
Reporting – Reporting gets mixed reviews with several reviewers indicating functionality is not very intuitive or flexible for non-technical users. For more advanced users though, the reporting engine provides useful hiring metrics.	

Source: (32) User reviews of Oracle Taleo on TrustRadius

N/A

PeopleFluent
Talent Management Software

Software Profile & Review Summary

PeopleFluent is a provider of human capital management solutions. The company was brought together as a merger between Authoria and Peopleclick in 2010 and rebranded from Peopleclick Authoria, to PeopleFluent in 2011. PeopleFluent has since made subsequent acquisitions that expanded its features and offerings to include online training, enterprise social collaboration, analytics and embedded video capabilities. Today, PeopleFluent's Mirror Suite includes talent management solutions for recruiting, performance, compensation, succession, learning, compliance and diversity, vendor management, based on a user experience comprising embedded analytics, video and social collaboration. PeopleFluent has worked with more than 5,100 organizations in 214 countries and territories.

Company Status	Private
2014 Revenue	$125m
Revenue Growth 2013-2014	Double-digit growth
Customers	5,100
Employees	650
Pricing	N/A

PeopleFluent Customer Distribution

MID-SIZE, 25%

ENTERPRISE, 75%
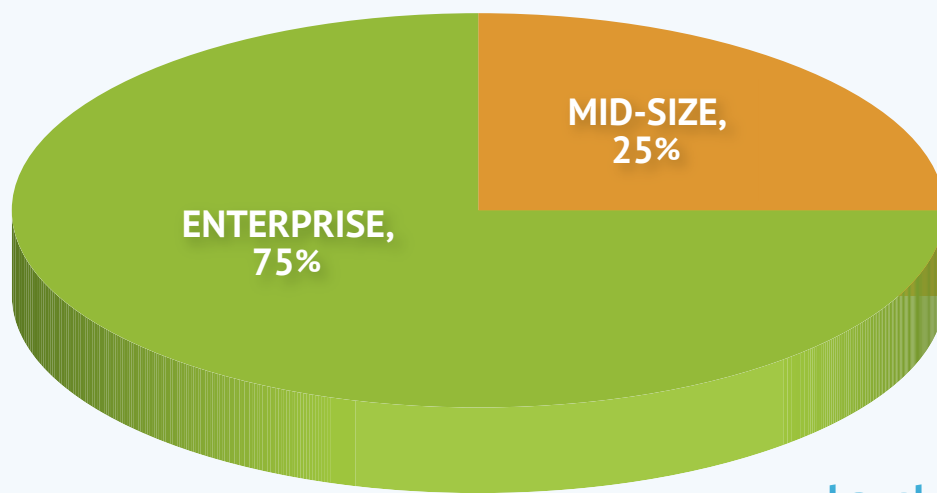
Source: (19) User reviews of PeopleFluent on TrustRadius

Aggregate User Ratings of PeopleFluent on TrustRadius

RATING ATTRIBUTE	PEOPLEFLUENT RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	TALENT MANAGEMENT AVERAGE RATING
Likelihood to recommend	8.1	19	7.4
Likelihood to renew	8.2	13	7.7
Product usability	7.0	1	7.6
Product availability	N/A	N/A	8.5
Product performance	N/A	N/A	7.2
Support	8.0	1	6.2
In-person training	N/A	N/A	8.4
Online training	7	1	7.4
Implementation satisfaction	9.0	1	7.4

Source: (19) User reviews of PeopleFluent on TrustRadius

PeopleFluent Talent Management Ratings

TALENT MANAGEMENT COMPONENT	TALENT MANAGEMENT RATING	NUMBER OF RATINGS	AVERAGE TALENT MANAGEMENT RATING
Performance Management	8.5	15	7.8
Goal Alignment	8.0	10	7.3
Succession Planning	9.1	9	7.1
Recruiting/ ATS	N/A	N/A	6.2

Source: (19) User reviews of PeopleFluent on TrustRadius

Summary of PeopleFluent Reviews

PEOPLEFLUENT PROS	PEOPLEFLUENT CONS
Broad functionality – The system provides excellent recruiting, performance management, succession planning and salary planning capabilities on a SaaS platform.	**Account management** – While support staff is great, a couple of reviewers said that account management could be improved particularly regarding responsiveness and high turnover.
ATS – The ATS has very robust resume parsing and collaboration and approval workflow. It's also very easy to create job requisitions and find candidates in the system.	**File uploads** – Uploading files to the system is very difficult requiring strong technical skills. They are currently working on this for a future release.
Reporting – Standard reporting functionality is robust with a single version of the truth, which can easily be shared across the company. Custom reports can be difficult to create.	**Browser compatibility** – The product works best in MS explorer, which many people no longer use. Firefox works, but is incompatible with the Business Objects reporting engine.
Implementation – System implementation is of very high-quality with a skilled and responsive team.	**Resumes in PDF format** – Resume upload functionality does not support PDF format.
Usability – Well-designed, intuitive, easy to use product set.	

Source: (19) User reviews of PeopleFluent on TrustRadius

PeopleFluent Response to Reviewer Feedback

The PeopleFluent Mirror Suite is an integrated talent management suite that enables employee engagement throughout the entire talent lifecycle by infusing analytics, video, mobile and social collaboration that enables data-driven decisions. Only PeopleFluent provides a competitive talent advantage at every stage of employment across the total workforce – full time, part time and contingent – while mitigating compliance risk and supporting diversity and inclusion goals. It enables 80% of the Fortune 100 to attract and acquire the best candidates with a captivating interactive experience fueled by pervasive video.

PeopleFluent's Mirror Suite is now optimized for all leading web browsers, including Chrome, Safari and Internet Explorer. Additionally, PeopleFluent's Recruiting solution fully supports PDF resume uploads and parsing. Data integration is now seamless with the Colossus integration service platform, which unites, transforms and harmonizes any data source into consumable information across the Mirror Suite.

 PeopleFluent consistently receives high marks from industry analysts on customer relationships and vendor satisfaction:

"Customer references cited PeopleFluent among the leaders in overall vendor and product satisfaction."
- Gartner Magic Quadrant for Talent Management Suites, June 2014

"PeopleFluent continues to innovate and received high client ratings due to its feature–rich products, customer service, and reporting and analytics."
- IDC MARKETSCAPE Worldwide Integrated Talent Management 2014 Vendor Assessment

"PeopleFluent's scoring was aided by above-average ratings by customer references for reporting, product satisfaction and vendor customer relationship satisfaction."
-Gartner Critical Capabilities Report for Talent Management Suites Oct 31, 2014

SAP Success Factors
Talent Management Software

Software Profile & Review Summary

SuccessFactors was founded in 2001 and went public in 2007. The company has made several acquisitions, buying CubeTree and YouCalc in 2010, just before being acquired by SAP for 3.4billion. Cube Tree gave the SuccessFactors platform needed social capabilities including collaboration and sharing, team worksapces and executive dashboards. The YouCalc acquisition provided cloud-based business intelligence and visualization capabilities. It allows customers to do real-time analysis on data from the SuccessFactors platform and also from third-party applications.

Since being acquired by SAP, the SuccessFactors platform has been folded into SAP's Cloud Business Unit and the focus had been on integrating the platform with SAP's on-premise Core HCM technology. Since SuccessFactors not only includes the standard talent management capabilities, but also has its own Core HR capabilities called Employee Central, some SAP customers not currently using Core HCM are buying the complete cloud platform for both Core HR and talent management.

Company Status	Public
Revenue	$209m (at time of acquisition)
Revenue Growth 2013-2014	N/A
Customers	4,000+ (from Wikipedia)
Employees	~1,700 (from LinkedIn)

SAP SuccessFactors Customer Distribution
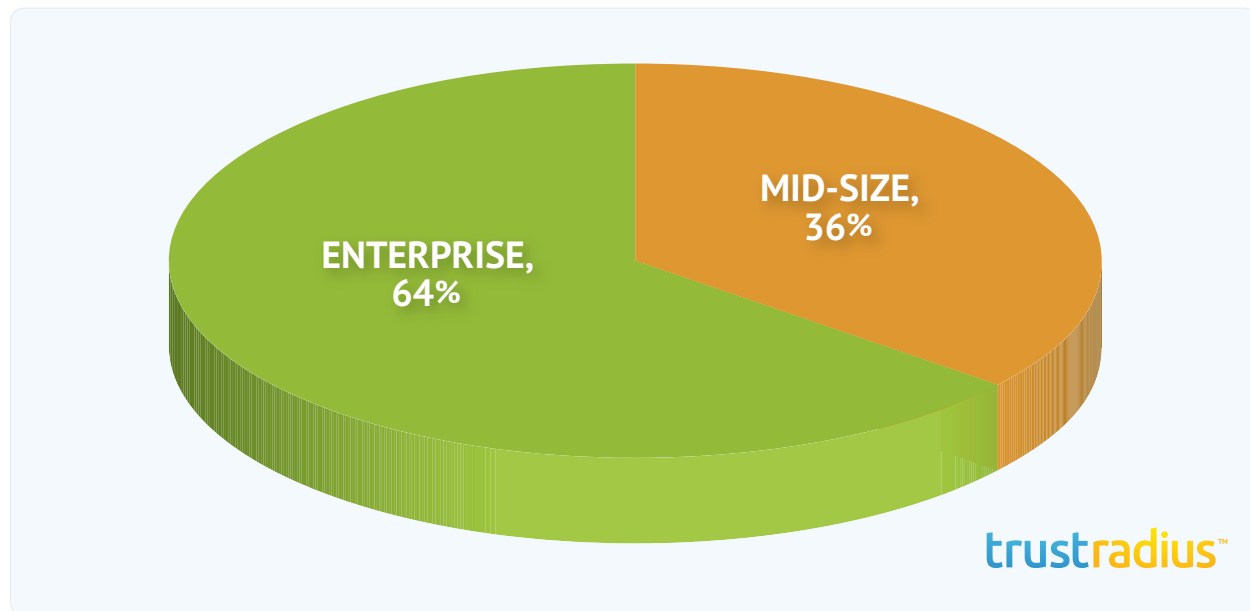
Source: (24) User reviews of SAP SuccessFactors on TrustRadius

Aggregate User Ratings of SAP SuccessFactors on TrustRadius

RATING ATTRIBUTE	SAP SUCCESSFACTORS RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	TALENT MANAGEMENT AVERAGE RATING
Likelihood to recommend	7.3	24	7.4
Likelihood to renew	7.6	15	7.7
Product usability	8.0	2	7.6
Product availability	9.0	2	8.5
Product performance	6.0	2	7.2
Support	7.0	2	6.2
In-person training	9.0	1	8.4
Online training	7.5	2	7.4
Implementation satisfaction	7.5	2	7.4

Source: (24) User reviews of SAP SuccessFactors on TrustRadius

SAP SuccessFactors Talent Management Ratings

TALENT MANAGEMENT COMPONENT	TALENT MANAGEMENT RATING	NUMBER OF RATINGS	AVERAGE TALENT MANAGEMENT RATING
Performance Management	8.1	70	7.8
Goal Alignment	8.3	49	7.3
Succession Planning	7.1	29	7.1
Recruiting/ ATS	N/A	N/A	6.2

Source: (24) User reviews of SAP SuccessFactors on TrustRadius

Summary of SAP SuccessFactors Reviews

SAP SUCCESSFACTORS PROS	SAP SUCCESSFACTORS CONS
Product breadth – The platform provides a wide variety of capabilities spanning the entire range of HR activities, including both talent and Core HR.	**Module cohesion** – Significant differences in look and feel from one module to another due to the fact that many modules result from acquisitions. Some even require separate log-ins.
Performance management – Goal alignment and performance appraisal capabilities are excellent.	**System performance** – Initial site load and module switching can be very slow.
Highly configurable – There is a lot of room to configure both the functionality and visual appearance of each of the modules.	**Reporting** – Standard reports are helpful, but ad-hoc reporting is very complex and some technical skill is required to pull and manipulate relevant data.
User interface – The UI is generally clean and relatively intuitive, although one user complains that it feels dated. Generally though users appreciate recent improvements to the user experience.	**LMS** – Although the learning management system is easy to use for end users, from an administrator standpoint it is complex and confusing.
Active community – The user community is very large and active, and SAP listens and releases new functionality quarterly in response to user feedback.	**Customer Support** – The support team can be slow to answer tickets at the basic tier, although the premium support is much better.

Source: (24) User reviews of SAP SuccessFactors on TrustRadius

SAP SuccessFactors Response to Reviewer Feedback

N/A

SilkRoad LifeSuite
Talent Management Software

Software Profile & Review Summary

SilkRoad was founded in 2003 and had raised multiple rounds of funding since its inception, raising a total of $145 million. The company made two major acquisitions to fill out the suite, acquiring OpenHire (recruiting) in 2004 and VTN Technologies (learning management) in 2008. The software includes OpenHire for recruiting, RedCarpet for onboarding, WingSpan for performance management, GreenLight for learning management and a basic Core HR called HeartBeat. The onboarding product, RedCarpet, is considered one of the strongest in the industry. SilkRoad products are targeted predominantly at small and medium-sized businesses.

Company Status	Private
2014 Revenue	Not disclosed
Revenue Growth 2013-2014	68%
Customers	1,800
Employees	505 (according to LinkedIn)

SilkRoad Customer Distribution
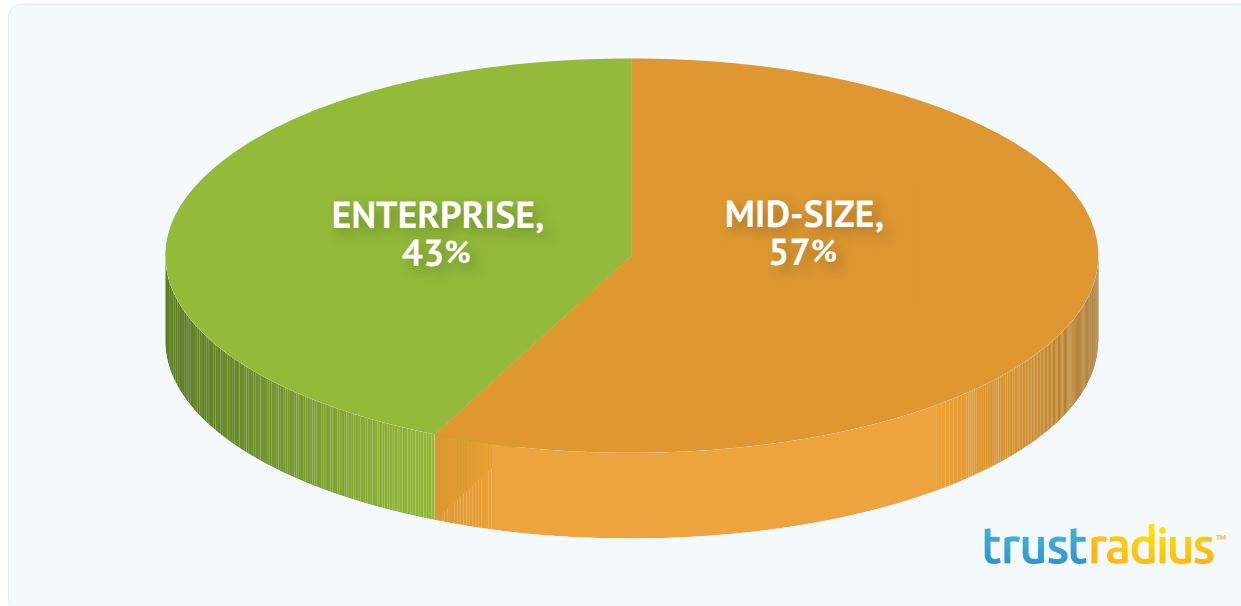
Source: (37) User reviews of SilkRoad LifeSuite on TrustRadius

Aggregate User Ratings of SilkRoad LifeSuite on TrustRadius

RATING ATTRIBUTE	SILKROAD LIFESUITE RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	TALENT MANAGEMENT AVERAGE RATING
Likelihood to recommend	6.5	24	7.4
Likelihood to renew	6.5	11	7.7
Product usability	8.0	1	7.6
Product availability	9.0	1	8.5
Product performance	N/A	N/A	7.2
Support	2.0	2	6.2
In-person training	N/A	N/A	8.4
Online training	N/A	N/A	7.4
Implementation satisfaction	4.0	2	7.4

Source: (37) User reviews of SilkRoad LifeSuite on TrustRadius

SilkRoad LifeSuite Talent Management Ratings

TALENT MANAGEMENT COMPONENT	TALENT MANAGEMENT RATING	NUMBER OF RATINGS	AVERAGE TALENT MANAGEMENT RATING
Performance Management	N/A	N/A	7.8
Goal Alignment	N/A	N/A	7.3
Succession Planning	N/A	N/A	7.1
Recruiting/ ATS	6.2	73	6.2

Source: (37) User reviews of SilkRoad LifeSuite on TrustRadius

Summary of SilkRoad LifeSuite

SILKROAD LIFESUITE PROS	SILKROAD LIFESUITE CONS
OpenHire » **Job requisitions** – The requisition approval process is great and it has great integration with job posting sites, although some had formatting problems. » **Ease of use** – OpenHire is quite intuitive to use and is easy to customize. » **Candidate correspondence** – Templates for corresponding with candidates are very helpful. » **RedCarpet integration** – Very good integration with onboarding: All candidate information automatically forwarded to the onboarding module. » **Compliance** – Compliance reporting is well handled.	**OpenHire** » **Reporting** – Although a couple of users mentioned that canned reports work well enough, there is general unhappiness with the reporting engine which is found to be difficult to use and in need of an overhaul. » **Customer support** – Support team is not very proactive with poor follow-up and no way to escalate. Staff is not always knowledgeable about the product. » **Mobile** – Mobile capabilities could be improved. » **Offer letters** – Some users complain that offer letter capabilities are inflexible. » **Search** – There are some complaints about the quality of the candidate search engine.
RedCarpet » **Task Management** – RedCarpet provides a customized portal and good task management capabilities. » **Eligibility checking** – Smooth I9 and E-Verify (work eligibility) process. » **Work eligibility check** – Streamlined and effective way of storing all onboarding-related materials in one place. » **User interface** – Good design and user interface with a visually appealing employee and administrator portals. » **Forms library** – the forms library is very useful for document storage.	**RedCarpet** » **Reporting** – Reporting is generally a pain point. » **Performance** – System is sometimes sluggish. » **Customer support** – Support team can be slow in responding to issues.

Source: (37) User reviews of SilkRoad LifeSuite on TrustRadius

SilkRoad LifeSuite Response to Reviewer Feedback

N/A

Ultimate Software
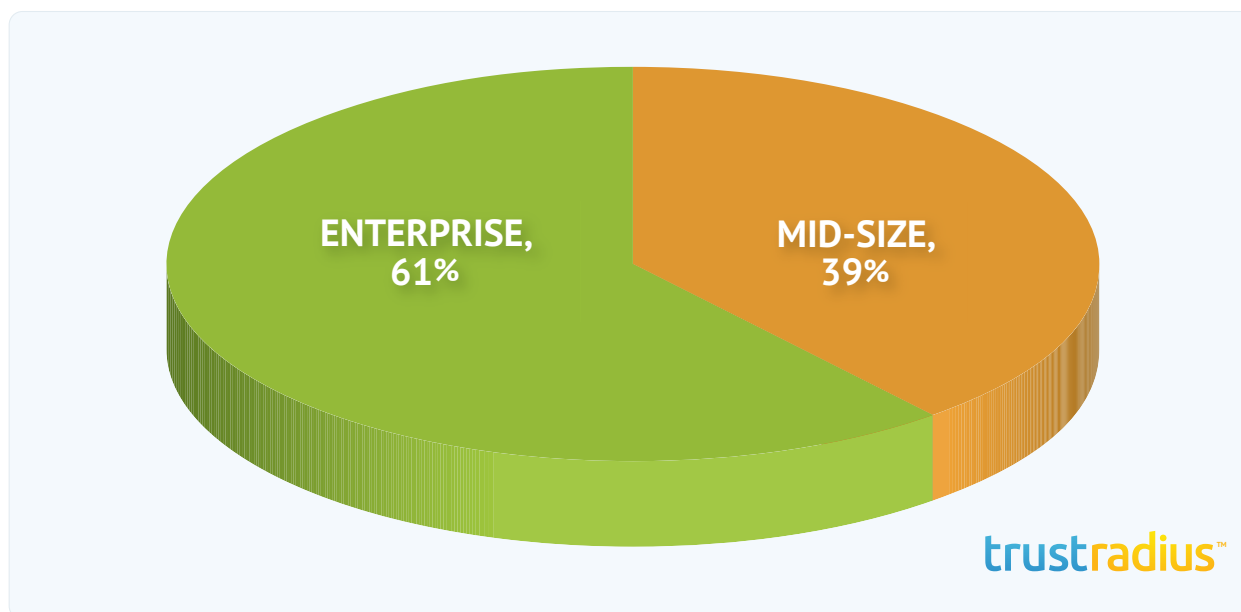## Talent Management Software

Software Profile & Review Summary

Ultimate Software was, founded in 1990 by Scott Scherr, and was taken public in 1998. Its UltiPro solution is a cloud HCM platform delivering a global HR system of record for managing employees and processing payroll. Talent management capabilities began to be introduced in 2008, and include employee onboarding, performance management, succession management, career development, compensation management, and recruiting (a new version of which was launched in 2014). Ratings for these talent management capabilities on TrustRadius are shown below, in addition to Core HR ratings:

Company Status	Public
2014 Revenue	$505.9 million
Revenue Growth 2013-2014	25%
Customers	2,800
Employees	2,300

UltiPro Customer Distribution

ENTERPRISE, 61%

MID-SIZE, 39%

trustradius™

Source: (268) User reviews of UltiPro on TrustRadius

Aggregate User Ratings of UltiPro on TrustRadius

RATING ATTRIBUTE	ULTIPRO RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	TALENT MANAGEMENT AVERAGE RATING
Likelihood to recommend	7.7	268	7.4
Likelihood to renew	8.3	125	7.7
Product usability	7.6	17	7.6
Product availability	8.8	6	8.5
Product performance	7.5	4	7.2
Support	5.8	13	6.2
In-person training	N/A	N/A	8.4
Online training	6.8	5	7.4
Implementation satisfaction	5.3	12	7.4

Source: (268) User reviews of UltiPro on TrustRadius

UltiPro Talent Management Ratings

TALENT MANAGEMENT COMPONENT	TALENT MANAGEMENT RATING	NUMBER OF RATINGS	AVERAGE TALENT MANAGEMENT RATING
Performance Management	7.4	34	7.8
Goal Alignment	8.2	31	7.3
Succession Planning	7.1	8	7.1
Recruiting/ ATS	8.3	60	6.2

Source: (268) User reviews of UltiPro on TrustRadius

Summary of UltiPro Reviews

ULTIPRO PROS	ULTIPRO CONS
Reporting – System uses Cognos BI for reporting and variety of canned reports available is large. But no single query interface across modules.	**Paid Time-off Tracking** – Vacation time tracking does not work properly. People can submit time but system does not track balance.
Employee/Job Data – Good employee system of record for employee and job data. System generally quite user friendly.	**Lack of Module Integration** – Various modules are not well integrated causing data sync issues and disconnected look and feel. For example, data does not flow seamlessly between modules.
Core HR functionality strong – Payroll, open enrollment, vendor self-service capabilities all get good grades from users.	**Browser Support** – Some users complain of that Internet Explorer is required to benefit from all functionality.
Audit Trail – Very detailed electronic transaction logging capabilities.	**Talent Management Weak** – Performance management and recruiting capabilities are relatively weak with major gap regarding goal setting and alignment.
Community – Excellent, very active user community with high volume of information sharing.	**Salary planning and budgeting** – The Salary planning and budgeting add-on is difficult to set up and use.
	Customer support – Support is of variable to poor quality. Many support reps do not know the system well and cases take a long time to resolve.

Source: (268) User reviews of UltiPro on TrustRadius

Ultimate Software's Response to Reviewer Feedback

Ultimate Software operates with a commitment to put people first, always. This idea permeates our culture to its core and it drives the strategy behind designing our products and services. As a result, we enable our customers to put their people first — helping them build the people-centric environments they need to grow and meet their business goals.

Ultimate's time solutions are designed to help our customers easily automate and streamline their workforce management processes, simplify time capture for all employees, and increase overall workforce productivity. Employees can conveniently capture time and manage their time off requests using a variety of devices, including an employee's own mobile device. Ultimate will continue to invest heavily in workforce management over the next couple years.

Seamless integration with other business solutions is a key component of Ultimate's overall technology strategy. We believe in simplifying complex integrations and empowering the business user to manage these. Ultimate is excited to announce a brand new self-service Integration tool within UltiPro, the Integration Studio, is available in early 2015. Business users can easily create and manage timely, secure, and reliable integrations between UltiPro and other business systems and seamlessly exchange data.

Ultimate places a high premium on our customers having a successful user experience with UltiPro. To ensure that UltiPro delivers an experience that simplifies people's work, Ultimate is brings cutting-edge science and state-of-the-art usability engineering techniques into the design process. We are focused not only on the look-and-feel, but also on how well UltiPro works. We devote 100% of our resources to the research,

development, and delivery of industry-leading, continuously evolving HCM solutions. Our UX team has more than doubling in the last year alone. Together, they are helping to create user experiences in UltiPro grounded in modern, consumer-focused, and mobile-friendly interactions and visual design.

Delivering a compelling candidate experience, Ultimate's new UltiPro Recruiting solution – released in 2014 – transforms talent acquisition to a dynamic and personal experience that engages potential and existing employees.

Ultimate believes it's important to have confidence that you are effectively compensating your people and that your compensation decisions are aligning employee performance with your overall business objectives. UltiPro's Compensation Management solution — released in Spring 2014 — enables companies to easily navigate through allocating rewards to their people; Ensures employees, regardless of their country, understand their compensation and have visibility into the factors that drive it; Enables managers to make informed compensation decisions based on talent insight and the use of analysis tools; And aligns employee compensation with corporate objectives while staying within budget and guidelines.

Workday
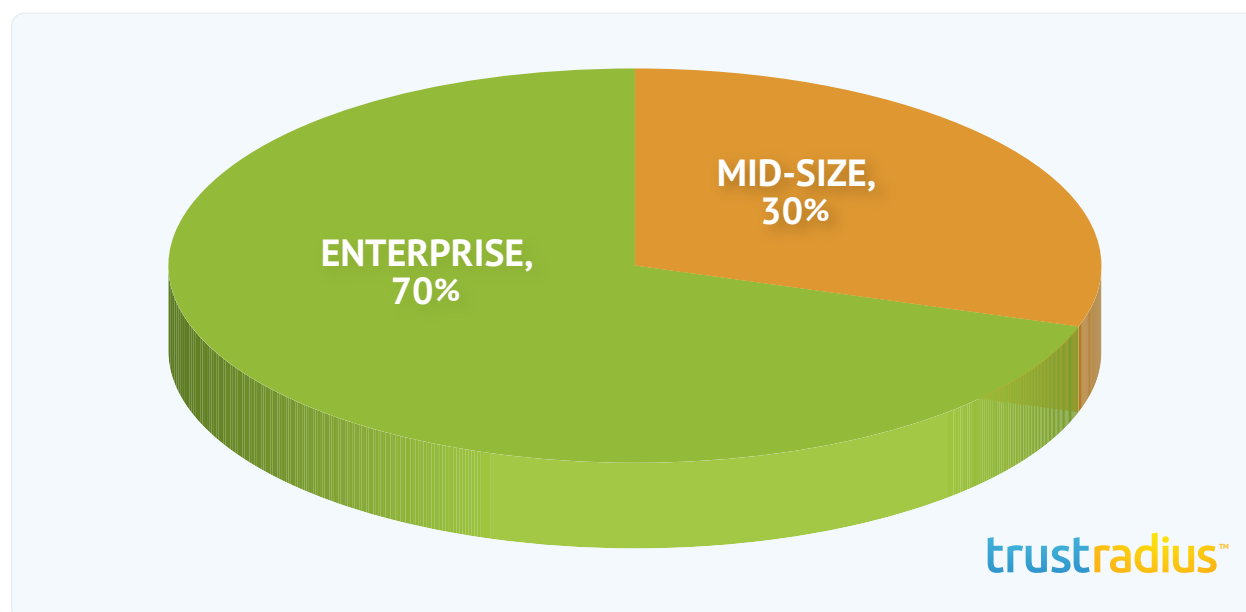## Talent Management Software

Software Profile & Review Summary

David Duffield, former CEO of PeopleSoft, and Aneel Bhusri founded workday in March 2005. The company went public in 2012 and has a current market capitalization of $15 billion. The workday platform is fundamentally different to every other product in the category in that it is effectively an ERP platform with Financials in addition to Core HR functionality and talent management. It is a pure multi-tenant SaaS system and is a highly disruptive product in the large enterprise segment of the market and it has already made significant waves in the marketplace. Ratings for talent management capabilities on TrustRadius are shown below, in addition to Core HR ratings:

Company Status	Public
2014 Revenue	$469m*
Revenue Growth 2013-2014	71%*
Customers	330 (from website)
Employees	3,900 est.

*http://www.workday.com/Documents/pdf/investor/workday-announces-fourth-quarter-and-full-year-fiscal-2014-financial-results.pdf

Workday Customer Distribution

Source: (24) User reviews Workday on TrustRadius

Aggregate User Ratings of Workday on TrustRadius

RATING ATTRIBUTE	WORKDAY RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	TALENT MANAGEMENT AVERAGE RATING
Likelihood to recommend	8.3	24	7.4
Likelihood to renew	9.4	15	7.7
Product usability	8.7	9	7.6
Product availability	9.0	6	8.5
Product performance	9.3	4	7.2
Support	7.3	8	6.2
In-person training	7.8	6	8.4
Online training	8.0	6	7.4
Implementation satisfaction	6.8	8	7.4

Source: (24) User reviews Workday on TrustRadius

Workday Talent Management Ratings

TALENT MANAGEMENT COMPONENT	TALENT MANAGEMENT RATING	NUMBER OF RATINGS	AVERAGE TALENT MANAGEMENT RATING
Performance Management	7.9	10	7.6
Goal Alignment	8.9	7	7.3
Succession Planning	8.2	12	7.1
Recruiting/ ATS	9.0	4	6.2

Source: (24) User reviews Workday on TrustRadius

Summary of Workday Reviews

WORKDAY PROS	WORKDAY CONS
User interface – the UI is exceptionally intuitive and dynamic.	**Reporting** – Reporting is complex and burdensome. Many smaller customers require technical consultants or IT support.
Organization charts – Organization chart mapping capabilities are presented in very visual, dynamic way.	**Documentation** – Inadequate documentation on updates. Far less documentation than customers are used to with on-premise software.
Updates – Very frequent product enhancements for bug fixes and in response to customer requests.	**Implementation** – Deployment / support are outsourced for smaller customers.
Cloud – Pure multi-tenant SaaS system with high availability and few outages.	**System Management** – System management very difficult. Object-oriented database is fast but presents some challenges due to unfamiliarity.
Mobile – Very strong mobile experience on iPad and iPhone.	**Data import** – Mass import tool very difficult to use.
Customer Support – Support team is responsive and knowledgeable.	**No LMS** – Absence of an LMS is a major product gap.

Source: (24) User reviews Workday on TrustRadius

Workday Response to Reviewer Feedback

N/A