

# The Buyer's Guide to Talent Management Software

2016 Edition

Curated from End-User Reviews on:

**trustradius™**

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# Introduction

## About the 2016 Edition

This guide is based upon a distillation of 946 in-depth reviews and ratings of talent management software products contributed by end-users to TrustRadius, many of which were written or updated in the last year. In this updated 2016 edition, we've focused on the most recent reviews in order to provide buyers with current insights into leading products and vendors. Each reviewer was vetted and validated by a TrustRadius team member. The result is an independent analysis of 11 talent management products, uninfluenced by vendors or anyone else with an agenda. As with our other [buyer's guides](#), we hope this report will help you select the talent management software that best fits your needs.

## What is Covered in This Guide?

We cover 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 may vanish at some point in the future as vendors strive to offer a complete range of capabilities under one roof, or begin to open up applications and allow customers to mix and match via (in some cases pre-built) API integrations and partner ecosystems.

In the guide you will find:

- » A primer on talent management software for those new to the field.
- » Detailed profiles of 11 talent management suites along with their pros/cons, customer demographics, and best-fit scenarios to help you understand the best choice for your use case.
- » TrustMaps showing the best talent management software for mid-sized companies and enterprises, based on user ratings and buyer research frequencies on TrustRadius.com.

- » End-user ratings across product attributes and features.
- » A discussion of key market dynamics and trends.

As always, we'd love to hear your feedback on the guide.



Emily Sue Tomac  
Research Analyst  
TrustRadius

## ABOUT TRUSTRADIUS

TrustRadius is the most trusted review site for business technology, serving both buyers and vendors. We help buyers make better product decisions based on unbiased and insightful reviews. We also help vendors scale and harness in-depth reviews to accelerate sales. Unlike software directories, TrustRadius collects reviews that are structured and substantive, averaging more than 400 words. Every reviewer on TrustRadius is authenticated and every review vetted by our Research Team before publication. Founded by successful entrepreneurs and backed by the Mayfield Fund, TrustRadius is bringing transparency and efficiency to the \$3.7 trillion business technology market.

To learn more, visit [www.trustradius.com](http://www.trustradius.com).

# Talent Management Software Overview

## 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 functionality like social recruiting, mobile access, and search engine optimization. Point solutions designed around the concepts of social and mobile recruiting have emerged as well, while traditional ATS vendors have struggled to keep up the pace. Similarly, some talent suites have incorporated an LMS to facilitate strategic talent development; however, with the exception of Cornerstone OnDemand, the LMS piece is not always fully integrated into the rest of the talent suite, and often cannot address complex learning requirements. Thus, the need for learning point solutions persists, and there are an increasing number of online learning management vendors providing software focused on just that area.

Lately there has also been what many experts and vendors are referring to as a “renaissance” of employee performance, feedback, and engagement tools, with many new point solutions emerging to focus on facilitating continuous feedback between managers and employees, employee engagement surveys, workplace culture surveys, social recognition, etc. Examples include [EchoSpan](#), [Quantum Workplace Performance](#), [Virgin Pulse](#), Engagedly, Reflektive, Impraise, CultureIQ, and Small Improvements. Some of these products are intended for use at small businesses that might not be able to invest in a full talent management suite; others are meant to be used to supplement existing HR enterprise systems. The major benefit of these smaller tools is that they are able to be developed and deployed much more quickly than features offered by large suite vendors, who may not be able to stay ahead of trends and changing HR best practices.

## 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.
- » May also include videos, culture surveys, or other welcome/networking features.

## **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. However, some solutions are pivoting to facilitate more dynamic, continuous feedback.

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, monitor and track performance with dashboard showing milestones and status, and nominate additional employee raters for feedback. System can generate reminders to ensure review completion timeliness, and 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 of 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 candidate profiles. This is one common area where predictive analytics are coming into play from some vendors.
- » 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 talent management pillars

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 spans 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. (Oracle's offering has since evolved into an end-to-end talent management suite with sourcing, recruiting, onboarding, goal & performance management, talent review, career development, succession management, and learning features.) 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, which 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. In each product profile in this guide, we indicate whether the product is pure-play talent management, or includes talent management and Core HR.

There is also some crossover between talent management and workforce management, with HCM vendors like Ultimate Software including scheduling, compliance, and workforce optimization features in addition to talent management, or, in the example of [Kronos Workforce Ready](#), aiming to extend talent management features developed for the professional realm to the hourly workforce as well. [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. However, note that neither Ultimate Software nor Workday sells talent management as a standalone product; though their talent management offerings are evaluated alongside pure-play talent suites, they are only available along with core HR, as integrated HCM platforms.

### **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 or 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, particularly around performance management and goals. [Workday HCM](#), notably, scores above the talent management average in all five pillars. (Others, of course, score predictably low in talent management areas.) In addition, looking at comparisons run by buyers on TrustRadius, many of the top comparisons are between talent management vendors and HCM vendors or Core HR vendors who offer some talent management features.

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

TALENT MGMT USE CASES	PERFORMANCE MANAGEMENT	GOAL ALIGNMENT	SUCCESSION MANAGEMENT	ONBOARDING	RECRUITING/ATS
Kronos Workforce Ready	5.3	4.9	N/A	6.5	5.9
Namely	8.8	8.6	7.6	8.6	N/A
ADP Workforce Now	6.0	5.2	5.9	6.4	6.0
Oracle PeopleSoft	8.4	8.1	8.5	7.3	8.1
Ultimate Software's UltiPro	7.6	7.6	7.5	7.9	7.5
Ceridian Dayforce HCM	7.7	8.7	N/A	8.2	8.1
Workday HCM	7.8	7.9	8.3	7.7	7.5
Average Talent Mgmt Rating	7.5	7.6	7.8	7.5	7.1

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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. However, this is also a concern for some pure play talent management solutions, in terms of integration between different pieces of the suite. For example, reviewers cite system silos and an inconsistent user experience as major cons for both [SAP SuccessFactors](#) and [SilkRoad](#).

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. Other customers continue to urge vendors to improve support for integrations, so that they can use the strongest (or best fit to their particular processes) products/modules from different vendors—several vendors, particularly in the Core HR space, have responded by creating app ecosystems of pre-built partner integrations, or by opening up their APIs. Ultimate Software's [UltiPro](#) offers several options to help customers exchange data with other business systems, including the Integration Studio, Web Services, and the UltiPro Carrier Network. [Workday](#), a firm believer in having all of HR data contained within a single system (customers must purchase Core HR and talent management together), is approaching this issue in yet a third way: the company recently acquired the data preparation and visualization tool Platfora, which is it building into the underlying architecture of its Workday Big Data Analytics platform to allow users to aggregate and import data from 3rd party systems into Workday.

## 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 (now part of [Oracle HCM Cloud](#)), 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.

## Comparing TM 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. For some products that started out as point solutions and continue to have a core competency in one capability, much of our reviewer feedback talks specifically about that capability, and may include less detail about newer features—one example would be [IBM Kenexa's ATS](#), based on BrassRing. Buyers should note that while reviewers don't necessarily talk about all of the capabilities offered by a vendor, they focus on the areas most important to their use case, which is helpful for identifying which use cases are closest to the buyer's own.

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 mid-sized companies and enterprises. Although there are also a handful of talent management tools designed for small businesses, such as [Cornerstone Growth Edition](#) (formerly Sonar6) and [Namely](#) (which combines talent management and core HR), talent management suites are much less common down-market since many of the processes they cover aren't a priority to automate at a small scale.

Here's one expert's framework for comparing solutions—it includes buyer tips for determining a suite's core competency, whether a particular product fits your use case, and the vendor's business model/true cost of the product.



Buyers in this market right now have to figure out:

- 1.) What does this product do that nobody else in the market can do? Many of the value pitches all sound similar (especially for end-to-end platforms), so buyers need dig in to figure out what is it this product does really well. It needs to be more than just 'it does everything.' If you're not buying around a specific business problem, or because it has a specific feature, you need to take a step back.
- 2.) How does it help you do your job better? At the end of the day, this product better make your job easier, because it's going to be an investment in budget, training, and resources. You have to know your problems before you find solutions, and you have to be realistic.
- 3.) Buyers need to ask vendors: how do you make money? Cost over time isn't always clear, and some of these vendors make most of their money in a services layer. The product may be intentionally complex, so that users have to call for paid support, or it may be a cheap all-in-one platform that's just plug-and-play, but that charges by record, or for data, or for add-ons/premium subscriptions as the company grows. Buyers need to understand the true cost, and make sure it's worth it.



Matt Charney  
Executive Editor at [Recruiting Daily](#)

## Three Key Things to Look For

**1. User experience, especially for employee self-service features:** 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 from employees, both HR professionals and the people they coordinate—making sure that they actually use the products productively. This is also a priority for vendors, whose motivation here is to increase adoption across the company, digging into the daily work life of employees beyond the HR department.

**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 separate, dedicated point solution is being used for a particular function like recruiting, capabilities in that area may not be relevant. In that case, though, ask specific questions up front about integration to the point solutions you use. Many reviewers said getting these integrations to other talent management point solutions to work was

difficult, took more time than expected, or didn't work, requiring them to enter duplicate data. The HR technology trend towards open APIs and app ecosystems may alleviate this issue over time.

**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 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. This is particularly important for companies who are looking beyond HR audit reports for data cleanliness, and are hoping to use people analytics to aid in more strategic decision-making.

### Growing Importance of Talent Development

Experts say performance, learning, and leadership (succession) management are growing in importance, and are areas of rapid innovation, both on the HR practice and technology sides. For example, most of the disruptive point solutions cropping up in the HR tech space right now are trying to change the way companies measure and communicate about employee performance, or the way companies train employees and allow them to gain new skills. [Josh Bersin](#), of Bersin by Deloitte, believes areas like feedback management—which encompasses pulse survey tools, feedback apps (suggestion boxes), performance feedback systems (for managers or teams), new work environments (e.g. collaboration tools like Slack), and social recognition tools—are here to stay, and will likely be rapidly adopted by a majority of the market. (See Bersin's report *Predictions for 2016: A Bold New World of Talent, Learning, Leadership, and HR Technology Ahead* for more on his view of talent management trends.) With the emergence of these new tools, established vendors are likewise adapting to make both performance and learning more continuous, more social, and more collaborative.

Further, experts and vendors believe that talent development programs, or a lack thereof, are at the root of the employee engagement problem. ("Employee engagement" has been troubling the HR world since a 2014 [Gallup research study](#) showed only 13% of employees being highly engaged, with 26% actively disengaged. Perhaps more troubling is that the stats did not improve much in 2015.) They see integrated HR data, around performance and learning especially, as the key to better, more responsive management decisions that will lead to more sustainably engaged employees.



**'Employee engagement' technology is last year's news. Surveys, feedback and performance reviews, and even wellness apps address symptoms of a much larger problem: we don't know how to manage people and optimize performance. I'm much more excited about learning management systems and disruptive management programs that teach the fundamentals of management. When you marry a core management program with real-time performance data, magic can happen.**

Laurie Ruettimann  
Founder of [LFR LLC](#) (HR, marketing, and technology trends consultancy)



The move to approach performance, learning, and success differently is largely a cultural shift, which some experts see as driven by changes in the generational mix of the workforce and employee/ employer expectations for job tenure.

“ The biggest talent problem is that companies are less willing to train, and colleges aren't preparing students, so we have a lot of smart people looking for jobs who have never been trained. Combine that with job-hopping millennials, and people aren't getting a solid foundation. This is going to come back to bite us at some point.



Suzanne Lucas  
Writer, *Evil HR Lady*

“ I've seen more attention on the evolution of performance management in the last couple of years, primarily driven by fact that so many large corporations and global organizations decided to pivot away from traditional performance management. Now many others have taken notice and are thinking about changing as well. In terms of the technology that supports those processes, established players are trying to adapt, and secondarily, there are a number of smaller entrants into the space in the last year or so. For those new solutions, it's easier to adapt to changes in performance management, and corollary processes like goal alignment.

In the last 18 months, I've also seen a lot of energy around career development and providing tools for individual employees to better envision a future in the organization, articulate their shared vision, and align their strengths with existing opportunities or opportunities that may exist in the future. Especially in really big companies, technology is helping them envision what it will take for them to take these steps in their career, by suggesting mentors or connections, or raising learning and development opportunities, both formal and informal. Some of that is in response to data showing that after compensation, the primary driver of retention for the younger generation of workers is: do they see themselves having a future?

Steve Boese  
HR Technology Conference Co-Chair and Technology Editor at LRP Publications



From a technology perspective, talent development may be starting to become focus areas for vendors and HR tech users now that more companies have a handle on HR administration and talent acquisition, which were two early areas covered by HR technology. With learning management in particular, experts see an opportunity for buyers to be more strategic about the tool they select and how it is connected to the rest of their talent management and broader HR technology ecosystem.

“ There is so much disruption happening in learning, on the talent management side. Learning used to mean having an elaborate LMS, that really, because of complexity and maintenance, sat outside of the TM system. Now learning is more on-demand, casual, and there are an incredible number of solutions coming to play for buyers to choose from. Buyers have the ability to match learning system to culture and workforce—you need a different system for fire-fighters or police officers than for fast food workers, because it’s a different kind of content, different certifications, with a different level of urgency.

Buyers need to ask questions like: what access to technology do my employees have, and how do they interact with the technology? Are they primarily mobile, like in a retail environment, or are they in front of a computer in an office environment? These questions should really drive the buyers’ selection of learning tools. But historically, buyers chose a solution because it had less moving parts. I’m not saying we’ll move away from platforms, but I think we’ll see some companies adding strategic value by adopting some of these new learning tools and integrating them into talent management, rather than using only the LMS that came with their talent management platform, or just using a separate, disconnected LMS.



George LaRocque  
Principal Analyst & Founder, #HRWins

## 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. We have not included all HCM products, depending on how established the talent management pieces are—would they compete against a pure play talent management product?—and whether we had enough reviewer feedback about the talent management side. Each product must also have at least 10 reviews and ratings, with at least 5 full reviews written or updated within the last year. If you are looking for software that focuses on a certain pillar of talent management, check out our [Buyer’s Guide to Recruiting Software / ATS](#), or read reviews of [employee performance management software](#), [time tracking software](#), [leadership development solutions](#), [benefits administration software](#), [community platforms](#), [workforce management](#), [compensation management](#), and/or [survey tools](#).



## Product Capabilities

The following table summarizes the capabilities offered by each vendor:

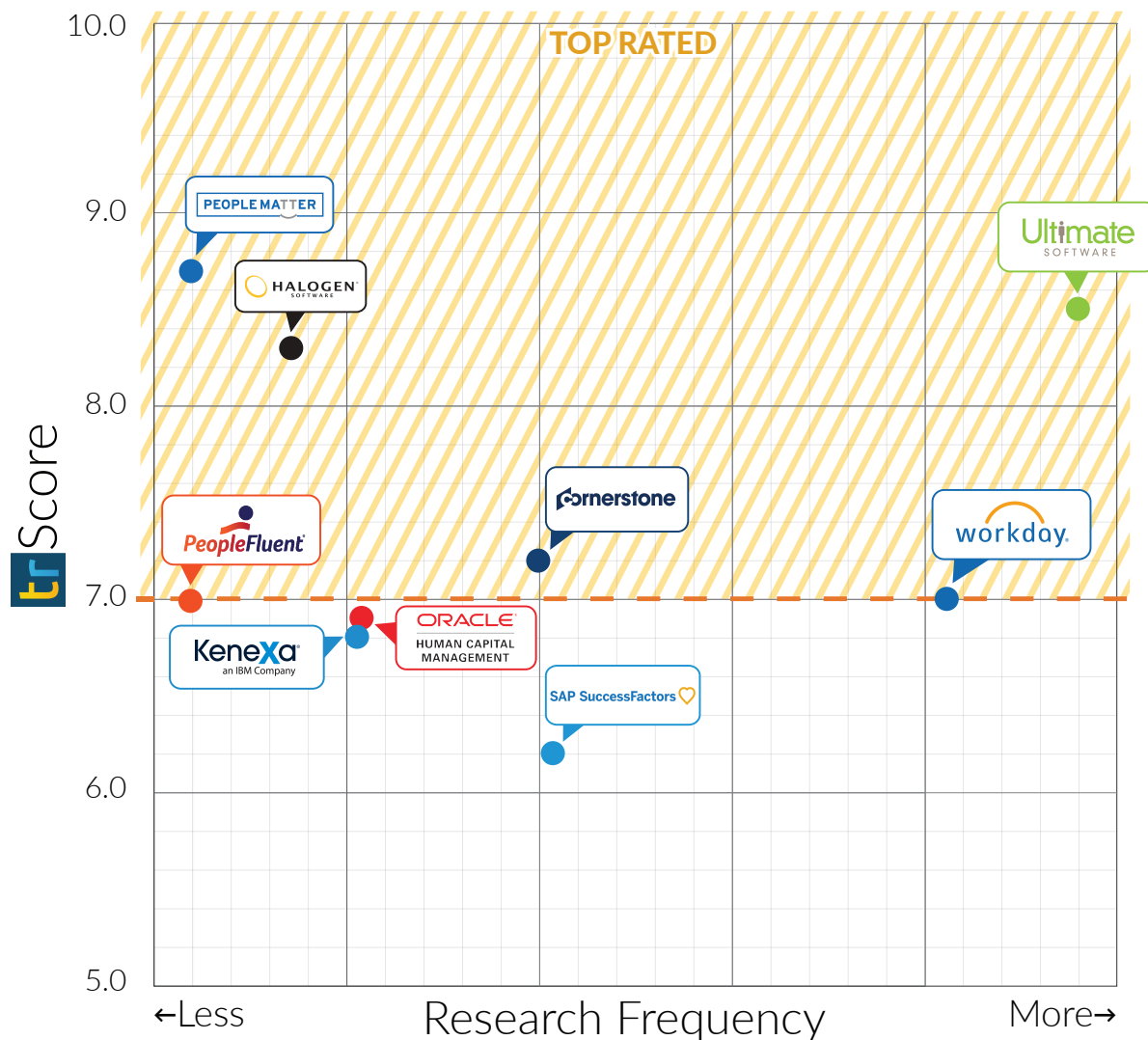
PRODUCT NAME	SEGMENT FOCUS*	TALENT MANAGEMENT CAPABILITIES					
		RECRUITING	ONBOARDING	PERFORMANCE MGMT	GOAL ALIGNMENT	SUCCESSION	LEARNING
Cornerstone OnDemand	Enterprise	✓	✓	✓	✓	✓	✓
Halogen Software	Mid-Market	✓	✓	✓	✓	✓	✓
IBM Kenexa	Enterprise	✓	✓	✓	✓		✓
Oracle HCM Cloud	Enterprise	✓	✓	✓	✓	✓	✓
PeopleAdmin SelectSuite	Enterprise	✓	✓	✓			
PeopleFluent Mirror Suite	Enterprise	✓	✓	✓	✓	✓	✓
PeopleMatter	Mid-Market	✓	✓	✓	✓	✓	✓
SilkRoad Life Suite	Enterprise	✓	✓	✓	✓	✓	✓
SAP SuccessFactors	Enterprise	✓	✓	✓	✓	✓	✓
UltiPro	Enterprise	✓	✓	✓	✓	✓	
Workday HCM	Enterprise	✓	✓	✓	✓	✓	

\*Based on number of reviews in each segment

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# The Best Talent Management Products for Mid-Sized Companies

## Talent Management Software TrustMap™ for Mid-sized Companies (51-1,000 employees)



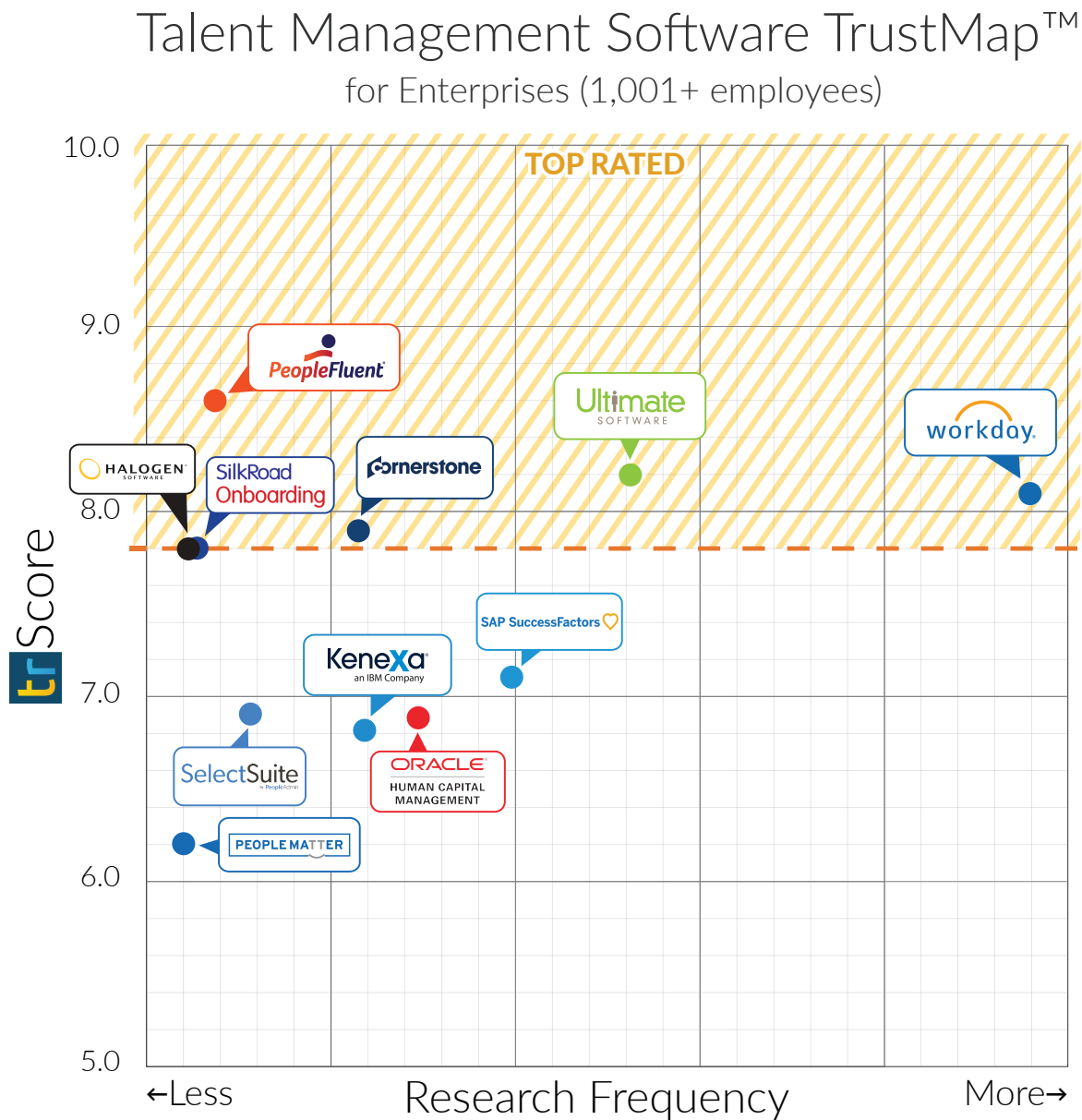
Based on 352 ratings and trailing 30 days of pageviews  
on TrustRadius.com through 8/24/2016.

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## Top Rated Products for Mid-sized Companies

- » UltiPro
- » Workday HCM
- » Cornerstone OnDemand
- » Halogen Software
- » PeopleMatter
- » PeopleFluent Mirror Suite for Talent Management

# The Best Talent Management Products for Enterprises



Based on 563 ratings and trailing 30 days of pageviews  
on TrustRadius.com through 8/24/2016.

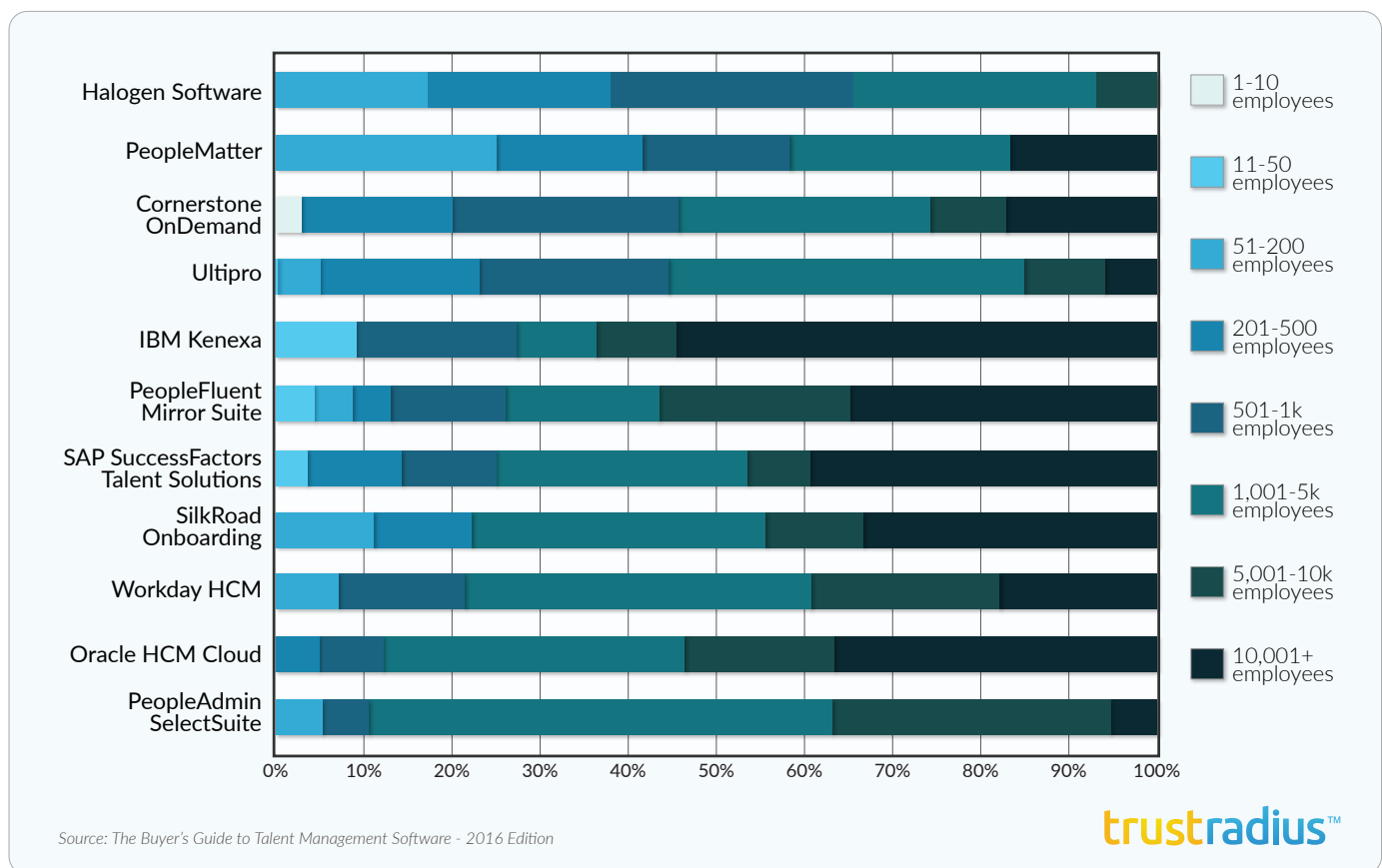
trustradius™

## Top Rated Products for Enterprises

- » Workday HCM
- » UltiPro
- » Cornerstone OnDemand
- » PeopleFluent Mirror Suite for Talent Management
- » SilkRoad RedCarpet (Onboarding)
- » Halogen Software

# Granular Company Size Distribution by Product

On our TrustMaps, we group reviewer company sizes into three buckets: small businesses (1-50 employees, N/A for Talent Management), mid-sized companies (51-1,000 employees), and enterprises (1,001+ employees). However, it can be useful to drill down to a more granular level, especially when comparing company size distribution across products. The needs and resource constraints of a 5-employee business differ from those of a 50-employee business, just as the use case complexity for a 2,500-employee enterprise may be much less than the complexity of a 25,000-employee enterprise's use case.



In the chart above, we show a breakdown of reviewer company sizes by product—from least complex reviewer base on the left, to most complex reviewer base on the right. As you compare products on the TrustMaps and evaluate product profiles, keep these use case distributions in mind. For example, while Halogen and PeopleFluent are both Top Rated for enterprises, Halogen has a much smaller representation from companies with 5,000+ employees, whereas most of PeopleFluent's ratings and feedback come from this segment. It's also worth noting that several

of the products that are not Top Rated are used mostly at very large enterprises with over 10,000 employees, with highly complex use cases whose needs/scale may not be met by products geared more towards smaller enterprises.

## Methodology

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

To be included on a particular TrustMap™, a product must have 5+ reviews and ratings in that segment. Most have many more. Additionally, at least 15% of the product's ratings and reviews must come from reviewers in that segment (to show sufficient segment focus).

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

- » Small Businesses: 1-50 employees (not enough data to create a TrustMap™ for this segment; TM products are not typically used by small businesses)
- » Mid-Size Companies: 51-1,000 employees
- » Enterprises: More than 1,000 employees

We have created each TrustMap on two dimensions:

1. **trScore:** The overall 'likelihood to recommend' rating - a representation of overall satisfaction - by users who have written reviews on TrustRadius.
2. **Research Frequency:** This metric reflects how often a product is researched 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 orange 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.

## About TrustRadius reviews

All of the reviews on TrustRadius are from authenticated end-users of the product. Before a review is published, a TrustRadius researcher verifies each reviewer's LinkedIn profile to ensure they are a real user, and vets the review itself to ensure it offers detailed insights about the product. TrustRadius will not publish any review from a vendor's current or former employees or those of any competitors.

In addition to checking the quality and legitimacy of each individual review, TrustRadius is also focused on making sure our data is representative. Vendor-led efforts to invite only known promoters to review them can artificially inflate average ratings and introduce a positive selection bias. Thus, rather than using a simple average for ratings, we have developed a more meaningful, weighted average called the trScore. More information on how the trScore works can be found [here](#).

TrustRadius acquires reviews in a few different ways, including:

- » Direct Outreach: TrustRadius scours the Internet, identifies potential reviewers with experience in products of interest, and reaches out directly.
- » Community Contribution: Those who have used TrustRadius to research software products give back to the community by writing their own review.
- » Vendor Solicitation: Some vendors invite their own customers to write reviews. These reviews are marked “Invited by: Vendor” on TrustRadius. When vendors introduce positive selection bias by inviting only known advocates to write reviews, our trScore adjusts for this bias.
- » Review Programs: TrustRadius offers paid review management programs where TrustRadius works with vendors directly to invite their customer base to review them on TrustRadius. These reviews are subject to the same rules and procedures as any other reviews on TrustRadius, and subject to the same trScore requirements in terms of sample representativeness.
- » In many cases, small incentives are used to increase broad participation and motivate reviewers to write more comprehensive, in-depth reviews. TrustRadius has found that the use of incentives yields reviews from a more diverse set of users (e.g., beyond strong advocates or detractors). Incentives are never tied to a particular response in the review. More information on TrustRadius reviews can be found [here](#).

## Beyond ratings

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, customer demographics, and other insights gleaned from end-user reviews on TrustRadius.



# User Ratings and Feedback by Product

## Cornerstone OnDemand Talent Management Software

Cornerstone's origins are in Learning Management, but today they offer a full range of talent management capabilities via the Cornerstone OnDemand SaaS platform, which is geared towards global enterprises. Cornerstone OnDemand is Top Rated by reviewers at mid-sized companies and enterprises. Cornerstone also offers a separate product for small businesses, [Cornerstone Growth Edition](#), renamed after the 2012 acquisition of Sonar6 for \$14M.

In 2014, Cornerstone OnDemand acquired a big data/machine learning company called Evolv for \$42m. Over the past 12 months, Cornerstone has begun releasing predictive analytics dashboards, based on the machine learning capabilities garnered in the Evolv acquisition. So far, they have released dashboards for Learning (to predict future compliance risk, for example), Performance (for predictive succession), and Career Planning (for employees to understand the likely impact of certain career moves, or understand which trainings etc. could help them achieve career goals). Beyond layering in predictive analytics, the vendor says that in the last 4-5 years the Cornerstone platform has undergone a dramatic product shift towards consumerization, which is intended to increase end-user adoption—aka employee engagement—beyond HR administrators.



**tr**Score 7.4 out of 10



Company status	Public (CSOD)
Customers	2,700+
Employees on LinkedIn	1,784
Headquarters	Santa Monica, CA
Founded	1999

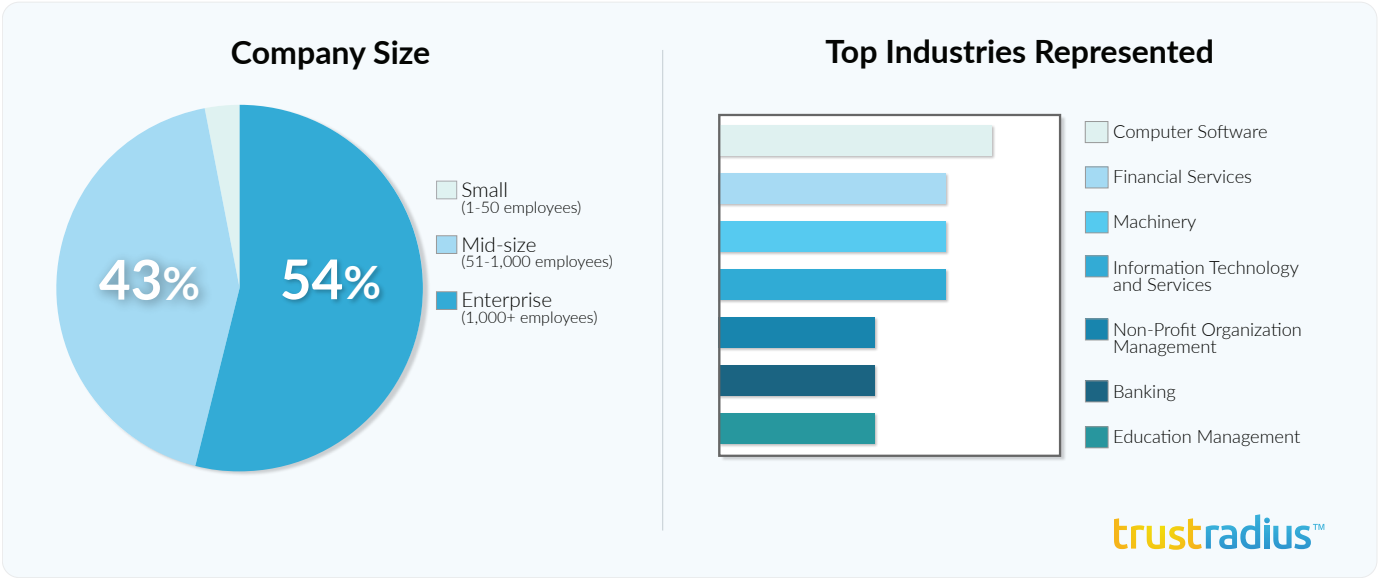
Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Cornerstone OnDemand is:

**A good fit for:** Mid-sized companies and enterprises that want to work with a single talent management vendor and have complex needs and/or an integrated strategy around learning, performance management, and succession planning

**Most compared to:** SuccessFactors Talent Solutions, Workday HCM, Oracle PeopleSoft HCM, and Oracle HCM Cloud

Find detailed user ratings of Cornerstone OnDemand’s talent management features [here](#).

Cornerstone OnDemand Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of CSOD](#) on TrustRadius. Data may not be available for all reviewers.

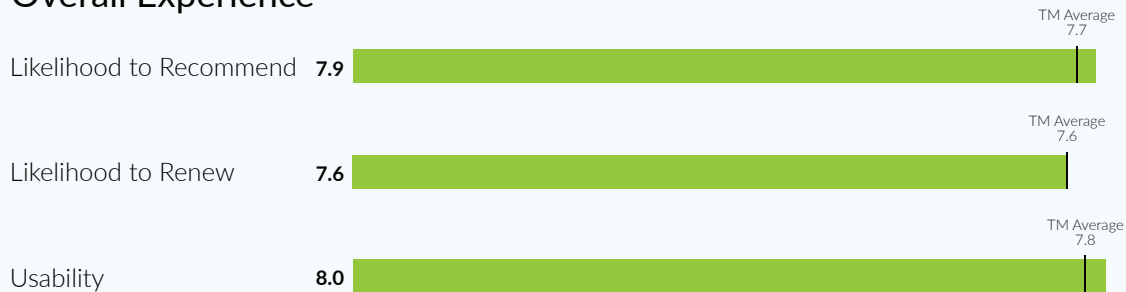
## Summary of Cornerstone OnDemand Reviews

CORNERSTONE ONDEMAND PROS		CORNERSTONE ONDEMAND CONS	
<b>Very robust LMS</b> <ul style="list-style-type: none"><li>» Users said Cornerstone is a comprehensive learning management system.</li><li>» LMS capabilities are more advanced than other talent management suites, and CSOD is more advanced than best-of breed LMS solutions, in terms of its learning module plus other talent management capabilities.</li></ul>		<b>Editing records; data cleanliness</b> <ul style="list-style-type: none"><li>» Making certain changes to transcripts, requisitions, and other records is not allowed by the system but may be necessary for some business use cases, meaning that admins have to find inefficient workarounds such as re-creating the record.</li><li>» Ability for admins to scrub data could be improved.</li></ul>	
<b>Performance Management</b> <ul style="list-style-type: none"><li>» Performance review tasks are easy to set up in bulk.</li><li>» CSOD combines performance reviews, learning, and succession plans, which is convenient for tracking progress of individuals.</li></ul>		<b>Reporting has room for improvement</b> <ul style="list-style-type: none"><li>» Users said reporting capabilities are limited and somewhat confusing.</li><li>» Creating custom reports/dashboards is cumbersome.</li><li>» Users would like to see more and clearer options for building reports.</li></ul>	
<b>Configurable settings</b> <ul style="list-style-type: none"><li>» In general, users said CSOD is highly configurable and good for complex operations; it is relatively easy to configure the system to fit most business processes.</li><li>» Admins are empowered to change configurations as needed, without help from internal IT or vendor support. Note that this is an improvement from previous versions of the software, which required admins to submit enhancement requests.</li><li>» However, some users would like more admin tools for additional customization.</li></ul>			
<b>Customer Service</b> <ul style="list-style-type: none"><li>» CSMs are supportive and knowledgeable.</li><li>» Although many users described this as a particular strength, a few users voiced concerns about responsiveness, attentiveness, and professionalism, suggesting that support may be inconsistent.</li></ul>		<b>Navigation consistency</b> <ul style="list-style-type: none"><li>» A few users found navigation in CSOD to be inconsistent, or received complaints from employees that they were confused because there were different ways to find information and complete certain functions.</li></ul>	
<b>Transitioning from a previous learning system</b> <ul style="list-style-type: none"><li>» Users said it can be tricky to migrate courses and content over from a previous system; however this is worth the effort because Cornerstone provides a more consistent, centralized, user-friendly experience than other platforms.</li></ul>			
<b>Course distribution &amp; email notifications</b> <ul style="list-style-type: none"><li>» Users like the ability to create groups to send mass email notifications and distribute courses.</li></ul>		<b>Batch processes</b> <ul style="list-style-type: none"><li>» Users said it is difficult to do batch processes such as mass updates to courses/records.</li></ul>	
<b>Integrated modules</b> <ul style="list-style-type: none"><li>» Modules have all been built from the ground up rather than acquired, therefore integration is solid.</li></ul>			

Source: (35) [User reviews of CSOD](#) on TrustRadius, 25 updated or written in the last year.

## Aggregate User Ratings of Cornerstone OnDemand on TrustRadius

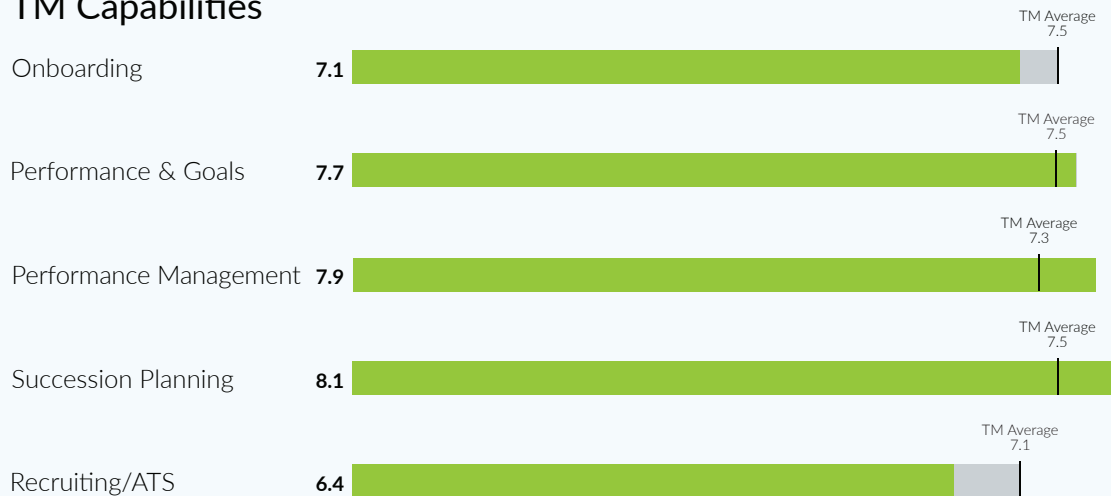
### Overall Experience



### Client Services



### TM Capabilities



Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (35) User reviews of CSOD on TrustRadius, 25 updated or written in the last year.

## Cornerstone Response to Reviewer Feedback

Cornerstone releases new features and enhancements on a quarterly basis. This pace of development gives us a great opportunity to innovate and improve our products rapidly. One area that continues to receive lots of attention is the way we approach reporting and analytics. The Cornerstone talent management system now includes a full suite of reporting and analytics tools that we intend to keep improving release after release. No matter what kind of data needs clients have, Cornerstone can extract the right data or prescriptive insights at the best – whether that's historical data reporting or true predictive talent analytics (and everything in between).

To that end, we now have four distinct reporting products in Cornerstone:

1. **Cornerstone Reporting** – real-time standard and custom reports embedded within Cornerstone
2. **Cornerstone View** – highly visual dashboards that can easily slice/ dice talent information
3. **Cornerstone Insights** – predictive and prescriptive analytics for making better talent decisions
4. **Cornerstone Planning** – workforce and headcount planning beyond that stale old spreadsheet

Of course, reporting and analytics is just one area seeing serious investment in the coming months, but it's an important one as the significance of data keeps growing in terms of how HR and talent management professionals make meaningful business decisions.

# Halogen Software

## Talent Management Software

Halogen is a pure-play talent management cloud software vendor geared towards mid-market companies with between 100 and 10,000 employees. Halogen Software was founded in Ottawa Canada in 2001, and the company released its first performance management solution in 2002. The company primarily sells subscription-based software and the current Halogen TalentSpace™ suite offering is characterized as performance-led talent management that includes integrated solutions for: learning, succession, compensation and talent acquisition. The suite also includes a 1:1 meeting tool, a 360 multi-rater feedback tool, a job description builder tool and a Myers-Briggs Type Indicator assessment. Key technology partnerships within the past two years include: DDI for competencies and leadership learning, Dell Boomi for Halogen Talentspace™ Connect (provides cloud-connectivity between the Halogen TalentSpace suite and HRIS and other systems of record), and Jobvite for talent acquisition.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Halogen Software is:

**A good fit for:** Mid-sized companies, particularly in the healthcare industry, that want to do frequent performance reviews with feedback from employees' coworkers and/or customers in addition to managers, and that need to be able to adapt the system to their fixed processes

**Most compared to:** SuccessFactors Talent Solutions, Cornerstone OnDemand, Kallidus LMS, and Workday HCM

Find detailed user ratings of Halogen Software's talent management features [here](#).

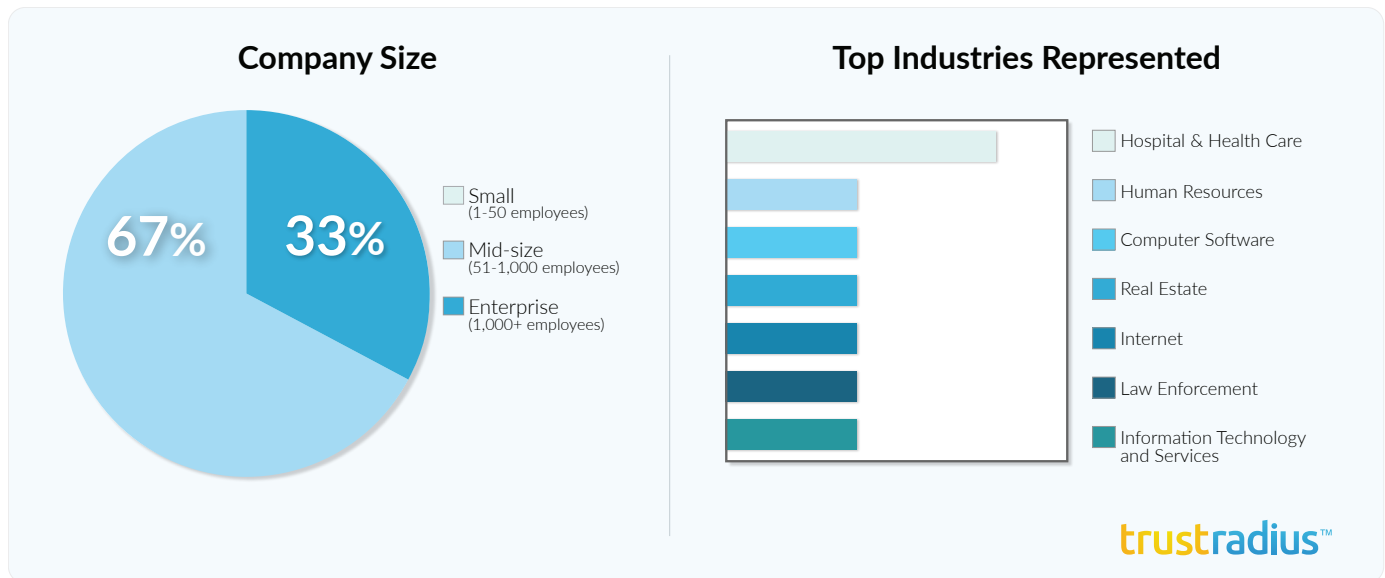


trScore 7.9 out of 10



Company status	Public
Customers	2,000+ organizations
Employees on LinkedIn	510
Headquarters	Ottawa, Ontario
Founded	2001

## Halogen Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of Halogen](#) on TrustRadius. Data may not be available for all reviewers.

## Summary of Halogen Software Reviews

HALOGEN PROS	HALOGEN CONS
<b>Customer Support</b> <ul style="list-style-type: none"> <li>» Very competent and highly responsive support staff.</li> </ul>	<b>Implementation takes longer than expected</b> <ul style="list-style-type: none"> <li>» While implementation is effective and implementation staff is easy to work with, several users cautioned that implementation took longer than expected.</li> <li>» For some, change management was a major issue with implementation.</li> </ul>
<b>Feedback Central</b> <ul style="list-style-type: none"> <li>» Users like the employee-to-employee feedback mechanism, particularly that they get feedback more frequently.</li> <li>» Peer/supporting feedback attached to performance reviews via Outlook plugin is convenient.</li> </ul>	<b>Some complications with SSO</b> <ul style="list-style-type: none"> <li>» Users reported various complications with signing into the system (though once they got it working they were happy to have the single sign on feature).</li> </ul>
<b>Goal Management</b> <ul style="list-style-type: none"> <li>» The process of setting and monitoring goals is straightforward; provides visibility for managers and executives into alignment with corporate goals.</li> </ul>	<b>Notifications</b> <ul style="list-style-type: none"> <li>» Notification options are limited and there is no way to segment different notifications or route for approval before sending.</li> </ul>
<b>Increased transparency &amp; accountability</b> <ul style="list-style-type: none"> <li>» Users said Halogen has helped foster a more transparent, accountable environment at their organizations, in particular between employees and supervisors.</li> </ul>	<b>Reporting</b> <ul style="list-style-type: none"> <li>» Users said it is easy to run reports, but options are somewhat limited (for example in terms of visuals, data exportability, etc.)</li> </ul>

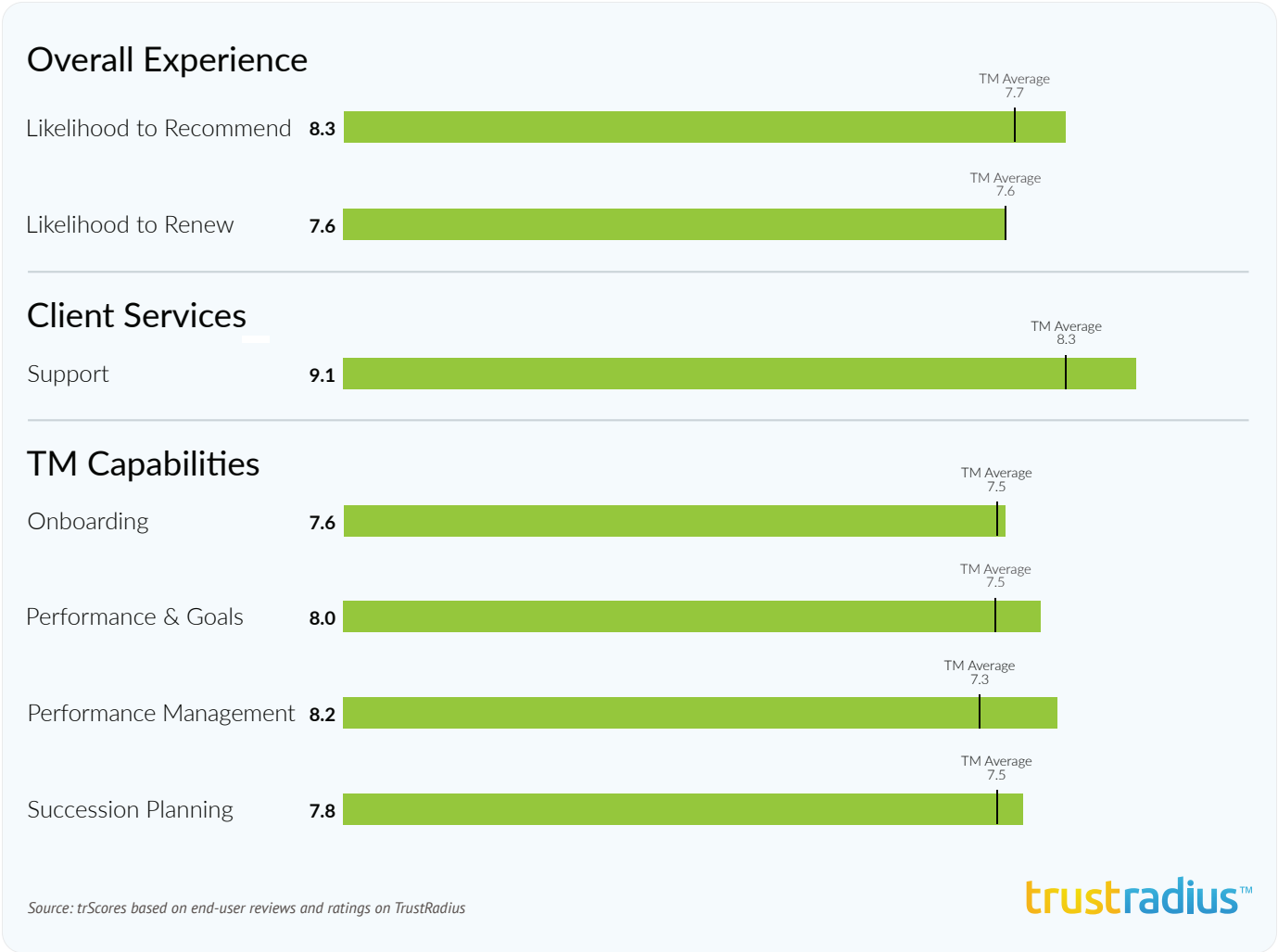
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HALOGEN PROS	HALOGEN CONS
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<b>Flexibility to fit existing processes</b> <ul style="list-style-type: none"> <li>» Users said Halogen's flexibility to accommodate their existing processes is a key differentiator (versus other vendors who required changing HR processes to fit the system or "best practices")</li> </ul>	<b>Customization for changing business rules</b> <ul style="list-style-type: none"> <li>» While Halogen is highly flexible during the initial setup, users said it is difficult to adapt the system to changing business rules on the fly.</li> <li>» Users would like the ability to do deeper customization more easily, in-house.</li> </ul>
<b>Online performance appraisals</b> <ul style="list-style-type: none"> <li>» Halogen's online performance appraisals are a strength for many users; this is the most developed area of the platform.</li> <li>» The tracking and approval system for performance appraisals is particularly strong.</li> </ul>	

Source: (29) [User reviews of Halogen](#) on TrustRadius, (13) updated or written in the last year



## Aggregate User Ratings of Halogen on TrustRadius



Source: (29) [User reviews of Halogen](#) on TrustRadius, (13) updated or written in the last year

## Halogen Software Response to Reviewer Feedback

Thank you to our customers for providing feedback on our products, services and overall customer experience. We are committed to supporting our customers in achieving success with their talent programs and delivering outcomes that matter to their business. For this reason, we appreciate and value the insights provided by the feedback shared here.

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 to meet the most important business needs of our customers.

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. Thank you again to our customers for sharing feedback about their experience in partnering with Halogen Software.

# IBM Kenexa

## Talent Management System

### (part of IBM Smarter Workforce)

#### Talent Management Software

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 its 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 its new SaaS technology platform called Kenexa 2X, and shortly thereafter acquired Salary.com for \$80M, adding compensation management to its 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 \$1.3B.

The current Kenexa incarnation is called the IBM Kenexa Talent Management System, which is part of IBM Smarter Workforce. It is made up of several products: IBM Kenexa Talent Acquisition Suite (recruiting, onboarding, and social collaboration), IBM Kenexa Brassring on Cloud (standalone ATS), IBM Kenexa Employee Voice (employee engagement surveys and analytics), IBM Kenexa Skills Assessments on Cloud, IBM Kenexa Talent Insights (analytics), and IBM Kenexa LCMS Premier on Cloud (learning management). Note that IBM sold Salary.com (including CompAnalyst compensation management) back to the original founders in January 2016; it is no longer part of the Kenexa portfolio.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, IBM Kenexa is:

**A good fit for:** Enterprises that need a system to manage global recruiting, with strong analytics for data-based hiring decisions

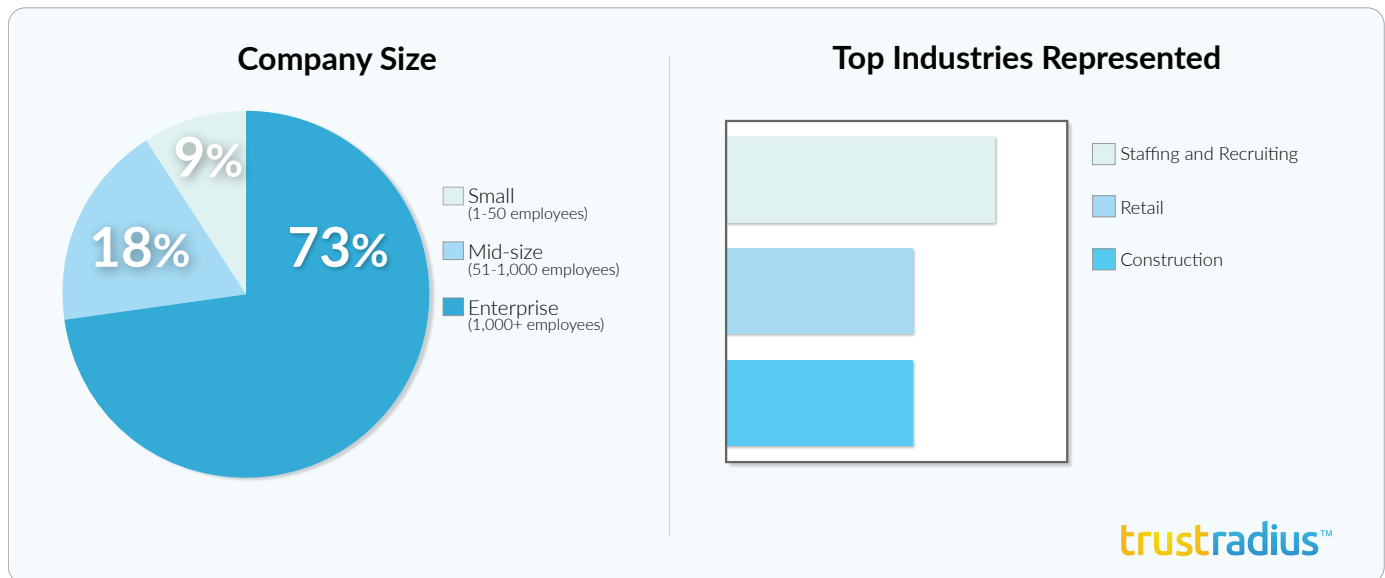
**Most compared to:** Oracle HCM Cloud, Workday HCM, Cornerstone (Growth Edition and OnDemand), and SuccessFactors Talent Solutions

Find detailed user ratings of IBM Kenexa's talent management features [here](#).



Company status	Public
Customers	N/A
Employees on LinkedIn	1,292 (all of IBM Smarter Workforce)
Headquarters	Armonk, NY
Founded	Kenexa was acquired by IBM in 2012

## Kenexa Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of Kenexa](#) on TrustRadius. Data may not be available for all reviewers.

## Summary of IBM Kenexa Reviews

KENEXA PROS	KENEXA CONS
<b>Global solution</b> <ul style="list-style-type: none"> <li>» Kenexa works for large global organizations. It can handle a large volume of candidates, and includes multi-site, multi-language capabilities.</li> </ul>	<b>Support</b> <ul style="list-style-type: none"> <li>» Support is lacking; tickets take a long time to resolve and in some cases navigating support requires a consultant.</li> </ul>
<b>Solid ATS</b> <ul style="list-style-type: none"> <li>» With its BrassRing roots, users said Kenexa's top of funnel recruiting/applicant tracking features, such as managing requisitions, sorting applications, background checks, etc. are the strongest part of the tool.</li> </ul>	<b>System performance &amp; availability</b> <ul style="list-style-type: none"> <li>» Several users complained that the system is slow, buggy, and that it may crash during complex activities</li> </ul>
<b>Data extraction</b> <ul style="list-style-type: none"> <li>» Data can be extracted for reporting and analysis in other systems.</li> </ul>	<b>Integration to other HCM platforms</b> <ul style="list-style-type: none"> <li>» The system does not integrate well with external HCM tools like Workday.</li> </ul>
	<b>Overselling—system is limited beyond ATS</b> <ul style="list-style-type: none"> <li>» Several users felt they were oversold on Kenexa as being more than an ATS. They said that the mobile app and talent management features beyond recruiting were not cost effective, not fully functional, and/or not current.</li> </ul>
	<b>Workflow/UI design</b> <ul style="list-style-type: none"> <li>» UI is overly complex, creating inefficiencies because too many clicks are required. For example, users complained that after finding a candidate through search, it is not possible to email the candidate from there.</li> </ul>

Source: (23) [User reviews of Kenexa](#) on TrustRadius, (8) updated or written in the last year

# Aggregate User Ratings of Kenexa on TrustRadius



Source: (23) [User reviews of Kenexa](#) on TrustRadius, (8) updated or written in the last year

## IBM Smarter Workforce Response to Reviewer Feedback

N/A


# Oracle HCM Cloud (includes Taleo)

## Talent Management + Core HR Software

**ORACLE®**

**HUMAN CAPITAL  
MANAGEMENT**

★★★★☆ (97)

 Score 6.9 out of 10

Oracle HCM Cloud includes recruiting, onboarding, goal and performance management, succession planning, learning, compensation, benefits, payroll, workforce management, work/life wellness apps, and embedded HR analytics. It is aimed at enterprises with 500 to 100,000+ employees, and is currently used in over 190 countries. Accordingly, Oracle has 23 data centers around the world to handle international data regulations, like Europe's Safe Harbor privacy law. (Ensuring that data storage and big data analytics offerings remain compliant is an ongoing challenge for enterprise cloud vendors with international customer bases.) Unlike some other Oracle products, which are sold mainly within the existing Oracle customer base, about 60% of Oracle HCM customers are net new to Oracle.

Company status	Public (ORCL)
Customers	1,200+ (HCM)
Employees on LinkedIn	145,747 (all of Oracle)
Headquarters	Redwood Shores, CA
Founded	1977 (Oracle); Taleo acquired in 2012

A big part of HCM Cloud is Taleo. 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. Taleo expanded from its base in recruiting adding compensation management in 2009, performance management in 2010, and learning management in 2010. Addition of these capabilities was achieved largely through acquisition of other companies. Oracle acquired Taleo in 2012 for \$1.9B, and now sells it only as part of their Oracle HCM Cloud suite offering. Note that while some reviewers used the whole suite, many of the reviews are only of the Taleo piece.

We also have a number of reviews of [Oracle PeopleSoft HCM](#), the vendor's legacy Core HR product. While we think this data is useful for comparison (i.e., for users currently on PeopleSoft, how do other products compare?), the vendor is no longer going to market with PeopleSoft HCM, so we have decided to profile only HCM Cloud in this guide.

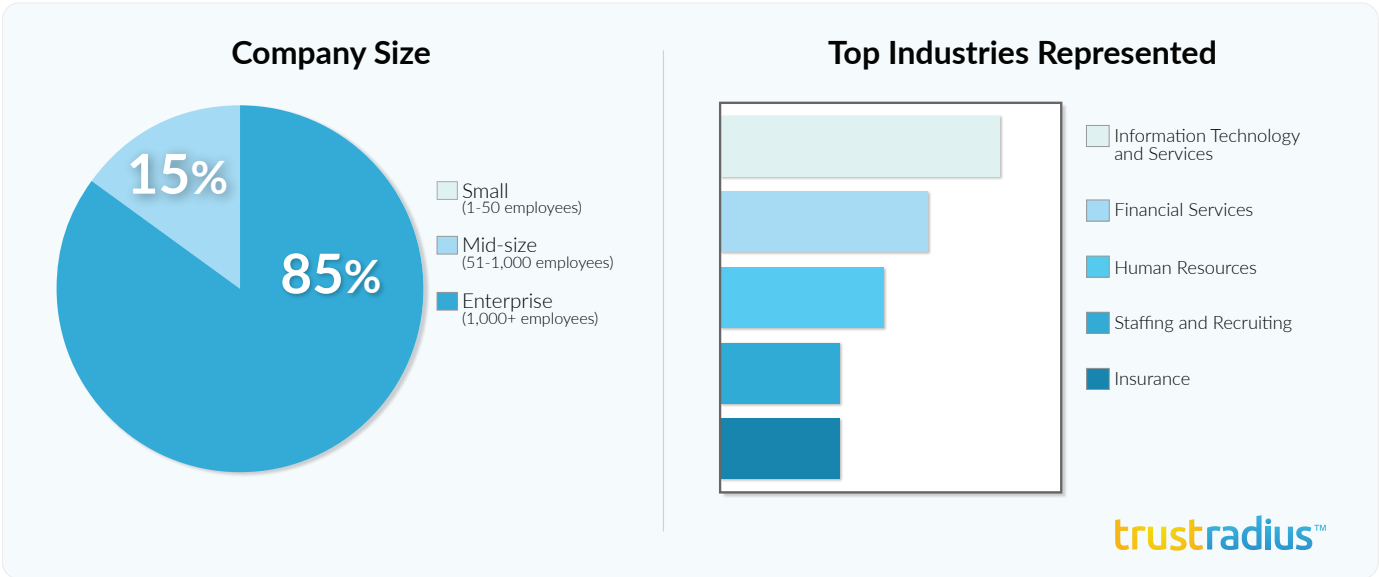
Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Oracle HCM Cloud is:

**A good fit for:** Enterprises with a large talent pool and/or high velocity talent pipeline (lots of new hires, employee turnover, or internal position changes) that want to centralize their HR data and leverage analytics. Note that according to the vendor, Oracle also offers a separate suite for the mid-market, Oracle HCM Cloud for Midsize, for which we have not specifically collected reviewer feedback.

**Most compared to:** Workday HCM, Oracle PeopleSoft HCM, IBM Kenexa, and SuccessFactors Talent Solutions

Find detailed user ratings of Oracle HCM Cloud's Core HR and talent management features [here](#).

# Oracle HCM Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of Oracle HCM Cloud](#) on TrustRadius. Data may not be available for all reviewers.

## Summary of Oracle HCM Cloud Reviews

ORACLE HCM CLOUD PROS		ORACLE HCM CLOUD CONS	
<b>Taleo ATS</b> <ul style="list-style-type: none"><li>» Taleo is a strong applicant tracking system. Users like that it is flexible and allows them to closely track their talent pipeline. Users said it increased efficiency and productivity for recruitment teams.</li></ul>		<b>User interface</b> <ul style="list-style-type: none"><li>» Users would like to see improvements to the UI design, which some feel is outdated.</li></ul>	
<b>Centralized data</b> <ul style="list-style-type: none"><li>» Users said one of the biggest benefits of using Oracle HCM Cloud is that all of their HR and talent data (or all of their applicant data, if they are only using Taleo) is centralized. This is especially useful for reporting and analytics.</li><li>» Having one central location for all data is also convenient for employee self service.</li></ul>		<b>Heavy data load</b> <ul style="list-style-type: none"><li>» A few users said Oracle HCM Cloud can be slow at times, due to the massive amount of data stored in the system.</li></ul>	
<b>Analytics</b> <ul style="list-style-type: none"><li>» Oracle HCM includes strong HR business intelligence capabilities that provide insights around talent sourcing, compensation, career progressions, etc. The fact that data is centralized across different pillars of talent management (like recruiting and performance), and across the different areas of the organization is valuable.</li><li>» Dashboards surface helpful talent statistics.</li></ul>		<b>Additional search capabilities (recruitment)</b> <ul style="list-style-type: none"><li>» Although candidate search is relatively detailed, some users would like to see additional search capabilities in the recruitment portion of the product, for example, the ability to search within attachments to candidate profiles.</li></ul>	

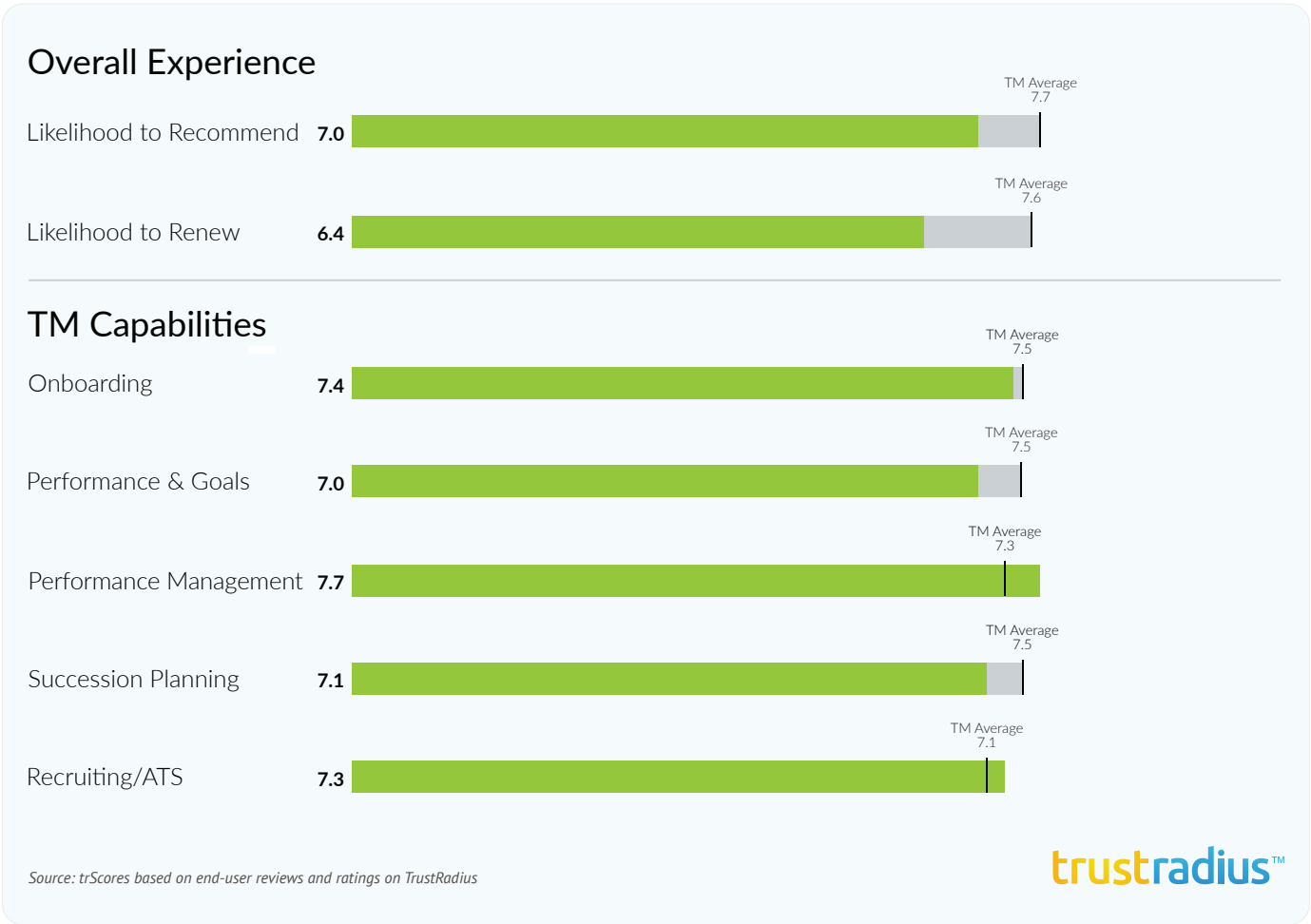
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ORACLE HCM CLOUD PROS	ORACLE HCM CLOUD CONS
<p><b>Scalable</b></p> <ul style="list-style-type: none"> <li>» Users said Oracle HCM Cloud is highly scalable. It works well for managing large volumes of applicants, employees, etc., even at a global scale.</li> <li>» According to users, certain features, like the ability to identify opportunities for cross-hire, and the ability to set up complex user access levels, keep the system viable at scale.</li> </ul>	<p><b>Not cost effective for small to mid-sized companies</b></p> <ul style="list-style-type: none"> <li>» Users said Oracle HCM is less appropriate for smaller companies or companies with low-velocity talent pipelines, due to the cost of the software and the HR resources required to utilize the system's full set of capabilities. However, users at large enterprises said Oracle HCM Cloud's price was competitive.</li> </ul> <p><i>Note from vendor: A different product is offered to small-mid-sized businesses.</i></p>
<p><b>Performance, feedback, and goals</b></p> <ul style="list-style-type: none"> <li>» In addition to using the Taleo portion of Oracle HCM Cloud for recruiting, several reviewers engagement features, which allow for standard performance reviews as well as goal alignment, said they like the platform's performance and collaboration, &amp; social recognition of achievements.</li> </ul>	
<p><b>Increased compliance oversight</b></p> <ul style="list-style-type: none"> <li>» Oracle HCM helped increase compliance oversight at users' organizations; this was one of their key business objectives for the product.</li> </ul>	

Source: (38) [User reviews of Oracle HCM Cloud](#) on TrustRadius, (11) updated or written in the last year



## Aggregate User Ratings of Oracle HCM Cloud on TrustRadius



Source: (38) [User reviews of Oracle HCM Cloud](#) on TrustRadius, (11) updated or written in the last year

## Oracle Response to Reviewer Feedback

Oracle Cloud is the industry’s broadest and most unified public cloud. You can read more about the Oracle Cloud and how Oracle offers best-in-class services and performance across software as a service (SaaS) on our website. Besides offering solutions for enterprise business, Oracle also offers solutions for Small and Medium Business as well as for Mid-sized organizations. Oracle has also heavily invested in a modern cloud user experience validated by Oracle’s UX lab with thousands of customers and ten thousands of hours to build a modern, easy-to-use, personalized, purpose-built, role-based user experience for different roles. The Talent Acquisition’s candidate advanced search capability has been offered for several years and can be configured through the users’ configuration profile.

# PeopleAdmin SelectSuite

## Talent Management Software

PeopleAdmin SelectSuite is a talent management platform focused on Higher Education and Government clients. Note that organizations in these industries tend to have specific requirements that are inflexible, due to legal regulations and bureaucratic structures. SelectSuite modules include analytics, applicant tracking, position management, onboarding, records management, and performance management.

Note that a few reviews are of the older version of PeopleAdmin’s talent solution (referred to as version 5 or “5.8”), which is no longer available, but the majority of clients are currently using SelectSuite v.7. Because SelectSuite is built on a different code base than 5.8, and is not currently available to buyers, we have focused on the SelectSuite reviews in compiling the summary of user feedback.

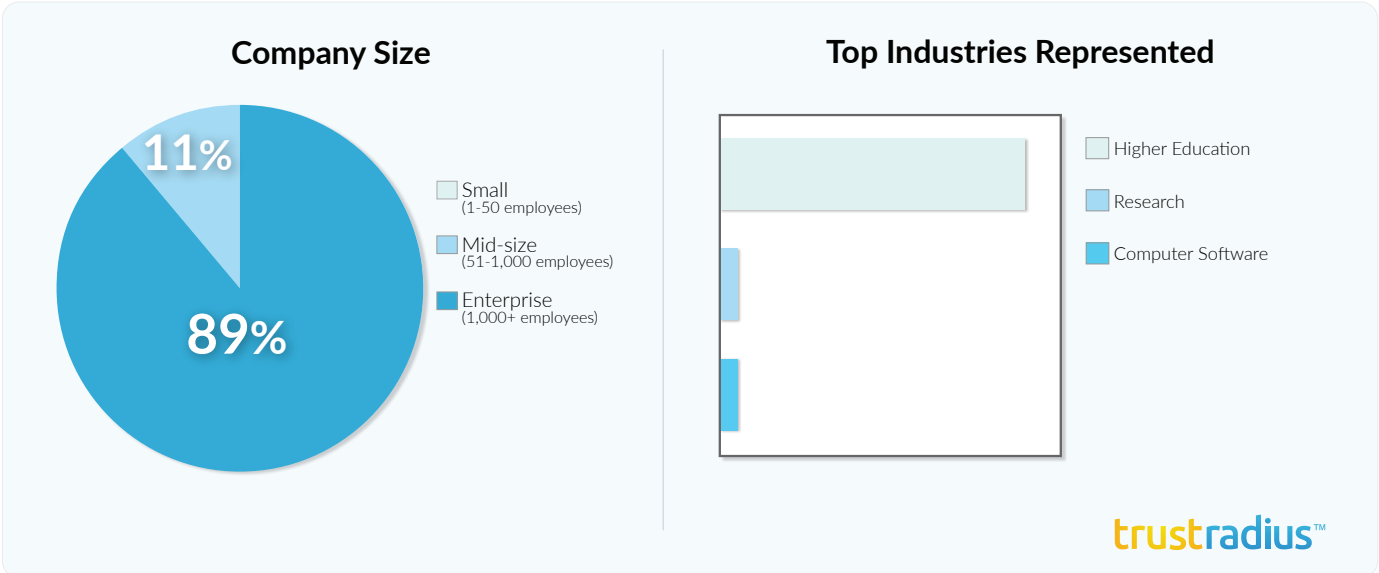
Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, PeopleAdmin SelectSuite is:

**A good fit for:** Higher education enterprises that need a strong applicant tracking system and are focused on reporting and compliance

**Most compared to:** iCIMS and Cornerstone OnDemand

Find detailed user ratings of PeopleAdmin SelectSuite’s talent management features [here](#).

### SelectSuite Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of SelectSuite](#) on TrustRadius. Data may not be available for all reviewers.

SelectSuite

by PeopleAdmin

★★★★★ (21)

Score 6.6 out of 10

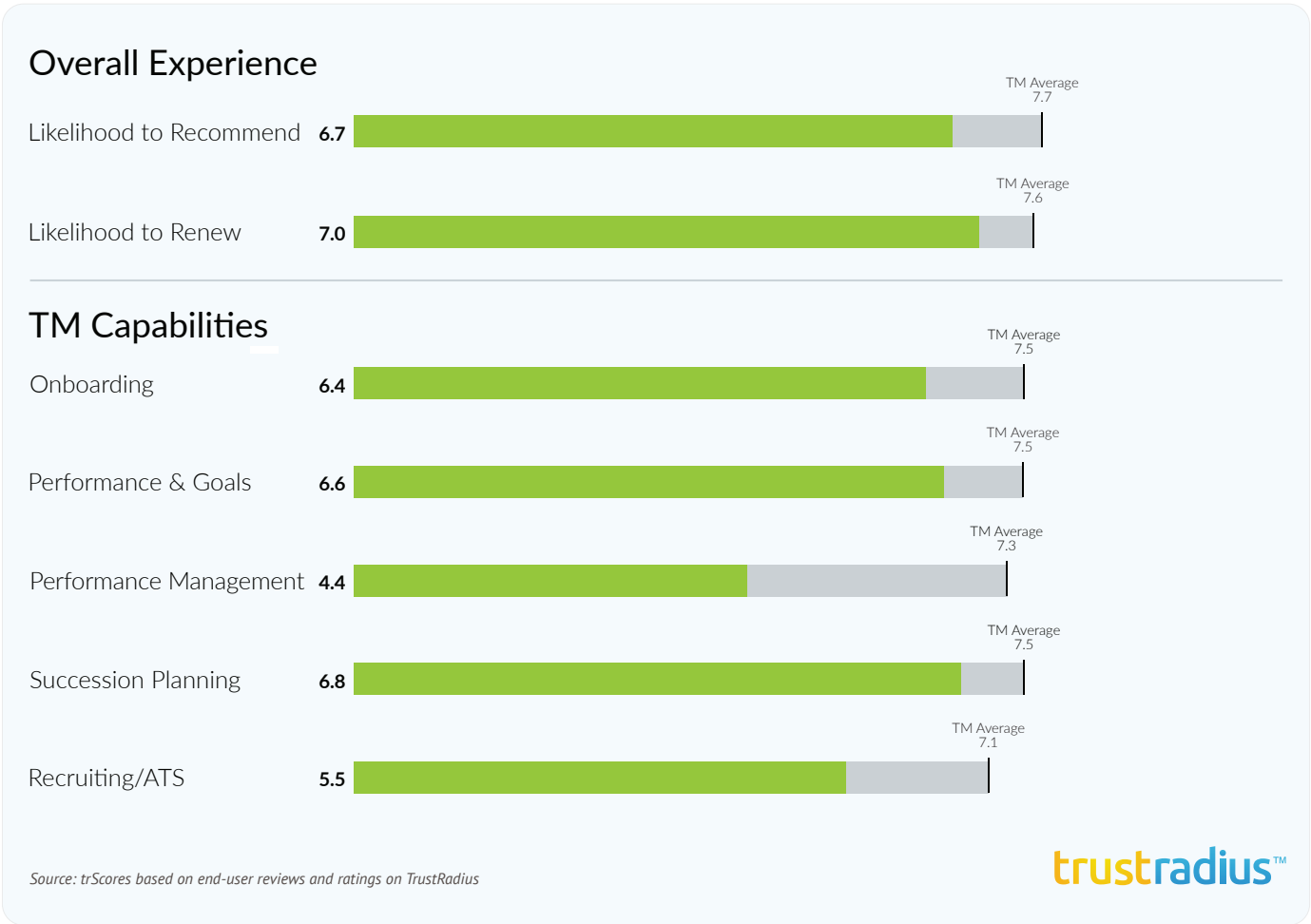
Company status	Private
Customers	700+
Employees on LinkedIn	243
Headquarters	Austin, TX
Founded	2000

## Summary of SelectSuite Reviews

SELECTSUITE PROS	SELECTSUITE CONS
<b>Applicant tracking module</b> <ul style="list-style-type: none"> <li>» Users said SelectSuite's applicant tracking module is quite good.</li> </ul>	<b>Not one-size-fits-all; customization is challenging</b> <ul style="list-style-type: none"> <li>» Some users pointed out that PeopleAdmin requires customization—it is not one-size-fits-all.</li> <li>» At the same time, users would like the system to be more flexible so that customization is easier; currently it can be hard to tailor certain processes, structures, and views.</li> </ul>
<b>Customer service &amp; tech support</b> <ul style="list-style-type: none"> <li>» Customer service is responsive and helpful.</li> <li>» The technical support team is well-trained and is communicative about the timeline for repairs.</li> </ul>	<b>Reclassification / Internal hires</b> <ul style="list-style-type: none"> <li>» Switching hats within the system can be difficult, which creates challenges for internal hiring and reclassifying current employees/positions.</li> </ul>
<b>Very familiar with HR process for higher ed</b> <ul style="list-style-type: none"> <li>» Users like that PeopleAdmin knows the specific processes and pain points of HR in the public sector, in particular higher education, more so than alternatives.</li> </ul>	<b>Performance Management</b> <ul style="list-style-type: none"> <li>» A few users said performance management has room for improvement. For example, they would like to see more flexibility, additional tools, and a better end-user experience in this module.</li> </ul>
<b>Diversity &amp; compliance tracking</b> <ul style="list-style-type: none"> <li>» SelectSuite works well for tracking compliance with anti-discrimination laws, which is an important issue for higher education. For example, one user said EEO reporting (on race/ethnicity, gender, and job category) is a key, innovative use of SelectSuite at their higher education organization.</li> </ul>	
<b>Reporting</b> <ul style="list-style-type: none"> <li>» According to users, SelectSuite has robust reporting tools, including the ability to generate audit trails.</li> </ul>	
<b>Much more robust than v.5.8</b> <ul style="list-style-type: none"> <li>» Users said SelectSuite (v.7) is much more robust than the previous version of the product (5.8).</li> <li>» Reporting, for example, is one area that has significantly improved.</li> <li>» Some noted that migrating historical data to the new system was difficult; note that 5.8 is built on a different code base than SelectSuite.</li> </ul>	

Source: (19) [User reviews of SelectSuite](#) on TrustRadius, (5) updated or written in the last year

## Aggregate User Ratings of SelectSuite on TrustRadius



Source: (19) User reviews of SelectSuite on TrustRadius, (5) updated or written in the last year

## PeopleAdmin Response to Reviewer Feedback

Many thanks to those who completed a TrustRadius review. At PeopleAdmin, delivering an amazing customer experience is our priority and we encourage all customers to share their ideas, opinions and feedback because it helps guide our solutions and services to deliver on that promise.

Recent customer feedback — collected through online forums, product councils, advisory boards, and annual surveys — inspired many of our 2016 improvements. We've already delivered some of the most-requested enhancements to applicant tracking, reporting, analytics, onboarding, applicant portal and social recruiting. And our teams are currently working to expand performance management flexibility, search committee functionality, and mobile capabilities ... to name a few.

As our solutions evolve to deliver more of the talent management tools and self-service customizations education institutions need, one-on-one attention from our world-class customer

support team will continue to be a trademark of PeopleAdmin's service offering. It's how we ensure customers can leverage the full power of their solutions to shape a better tomorrow.

With more than 15 years' experience serving higher education, we have the unique combination of data, technology and insights to help institutions acquire, develop and manage top talent, so they can empower student achievement through strategic HR operations.

As the nation's only talent management provider for K-20 education, PeopleAdmin serves more than 5,000 schools, districts, colleges and universities, and has helped hire, develop and retain 46% of all educators and administrators. In turn, those educators impact the lives of more than half of all students in the U.S. and Canada.

# PeopleFluent Mirror Suite

## for Talent Management

### Talent Management Software

PeopleFluent provides a cloud-based talent management suite that includes applications for Recruiting, Performance Management, Compensation, Learning, Succession and Vendor Management as well as Workforce Planning and Diversity & Compliance; video, social collaboration, and visual analytics are incorporated throughout. Applications are available as single products, or as integrated bundles. Integration to other Core HR and HCM systems is handled through the vendor's Data Integration managed service offering.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, PeopleFluent is:

**A good fit for:** Enterprises that want a talent management system that is easy to learn without much training, and that will enable collaborative candidate/employee reviews. It may be less suited for companies that will need to customize beyond the built-in options, or that require intentional duplicates and do not want to standardize processes.

**Most compared to:** Workday HCM and Oracle PeopleSoft HCM

Find detailed user ratings of PeopleFluent's talent management features [here](#).

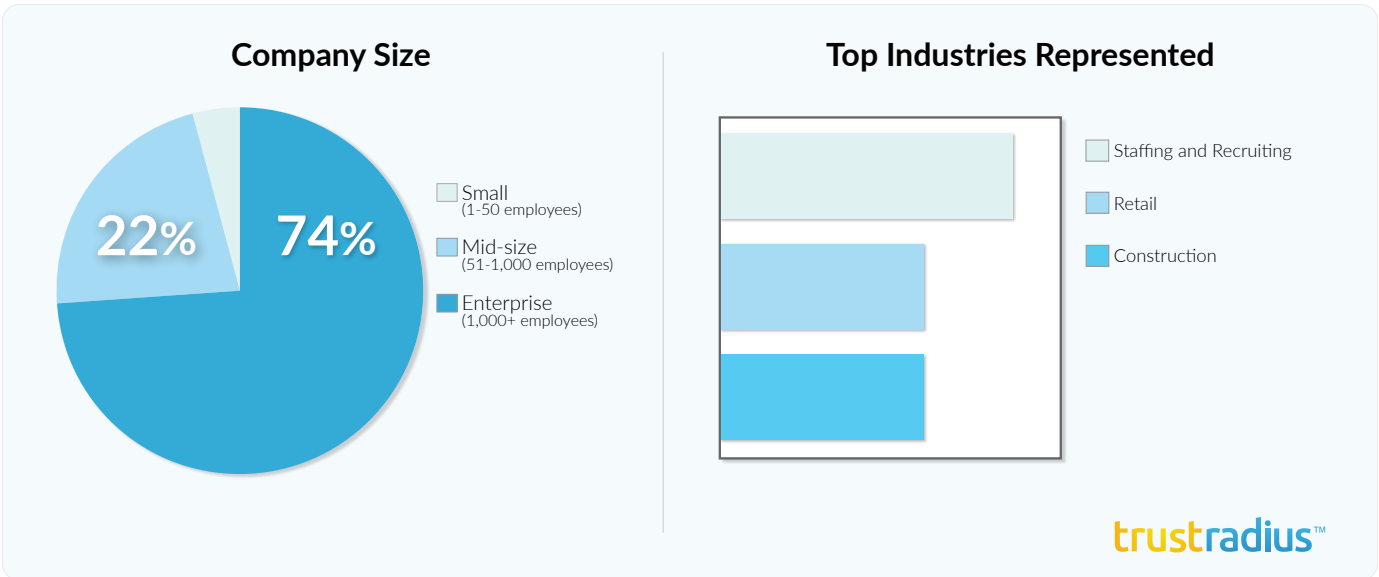


Score 8.2 out of 10



Company status	Private
Customers	5,100
Employees on LinkedIn	573
Headquarters	Waltham, MA
Founded	1997

### PeopleFluent Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of PeopleFluent](#) on TrustRadius. Data may not be available for all reviewers.

## Summary of PeopleFluent Mirror Suite Reviews

PEOPLEFLUENT PROS	PEOPLEFLUENT CONS
<b>Intuitive UI</b> <ul style="list-style-type: none"> <li>» For the most part, users said PeopleFluent's intuitive user interface makes navigating the platform and organizing materials (such as resumes, requisitions, and approvals) easy.</li> <li>» Users described the navigation panel and search as particularly easy to use.</li> </ul>	<b>Difficulties as a result of customization</b> <ul style="list-style-type: none"> <li>» In general users said PeopleFluent is highly configurable, with a range of built-in flexibility.</li> <li>» However, several who had developed more in-depth customizations ran into complications. These were areas they hadn't realized would be impacted by making hard-coded changes. For example, maintenance costs were higher, generating custom reports required assistance, and standard training programs didn't cover the customized functionality.</li> </ul>
<b>Easy to learn</b> <ul style="list-style-type: none"> <li>» The intuitive UI makes PeopleFluent easy to learn with minimal training.</li> <li>» Several users said this differentiates PeopleFluent from competitors in the talent management space.</li> </ul>	<b>Additional view options</b> <ul style="list-style-type: none"> <li>» Many users said that it's easy to read resumes in PeopleFluent, but some said they would like to see more options around how resumes and resume lists are displayed.</li> </ul>
<b>Collaboration</b> <ul style="list-style-type: none"> <li>» Users said PeopleFluent allows multiple HR team members to contribute to recruiting, hiring, and performance evaluation processes.</li> <li>» Collaboration is organized and transparent since PeopleFluent keeps feedback in one location (e.g. attached to a candidate/employee record) and allows reports to be shared.</li> </ul>	<b>Difficult to achieve multiple truths where desired</b> <ul style="list-style-type: none"> <li>» Users tended to like that PeopleFluent creates a single source of truth and helps to standardize processes. But some struggled where multiple streams of information were intentional for their use case.</li> <li>» For example, a few users found it difficult to maintain and organize duplicate candidates, to create different names for the same process, or to establish different processes of the same name/type for different autonomous locations.</li> </ul>
<b>Customer support</b> <ul style="list-style-type: none"> <li>» For the most part users praised the PeopleFluent support team as available, responsive, and dedicated to helping with specific individual issues.</li> <li>» Users also liked the customer portal and community help resources.</li> </ul>	<b>Account management</b> <ul style="list-style-type: none"> <li>» Users complimented PeopleFluent's customer support team; however, a few said they would like to see improvements on the customer services side, particularly in account management.</li> <li>» While the specific account management issues users reported are different, they share a common desire for more proactive and consistent service.</li> </ul>
<b>Drag and drop functionality</b> <ul style="list-style-type: none"> <li>» Users said PeopleFluent's drag and drop functionality helped streamline the candidate submission process, dramatically decreasing the time and effort required for screening and approvals.</li> </ul>	

Source: (23) [User reviews of PeopleFluent](#) on TrustRadius, (6) updated or written in the last year

# Aggregate User Ratings of PeopleFluent Mirror Suite on TrustRadius



Source: (23) [User reviews of PeopleFluent](#) on TrustRadius, (6) updated or written in the last year

## PeopleFluent Response to Reviewer Feedback

Over the past 12 months, PeopleFluent has added several capabilities designed to organize a recruiter’s desktop, permitting list building, saved searches and other tools that recruiters can use to harness and organize candidate data stored in the recruiting database. PeopleFluent’s account team and dedicated specialists actively promote these features for adoption and if any PeopleFluent client has questions about this capability they speak with their PeopleFluent Account Manager.

The Account Management team and product specialists who serve as part of that team also proactively contact customers to perform system optimizations to ensure that PeopleFluent clients are aware of and taking advantage of the many capabilities made available through three SaaS releases of the solution each year.



# PeopleMatter

## Talent Management Software

PeopleMatter is a talent and workforce management solution designed for service-industry brands to connect processes, employees and customers. It has four modules: HIRE, LEARN, SCHEDULE, and PERFORM. HIRE was the first module to launch, in 2010, with onboarding features added in 2011. LEARN launched in 2011, with SCHEDULE following in 2012, and PERFORM in 2015. Today mobile functionality and business analytics run throughout. Since it is not an HRIS/payroll solution, PeopleMatter integrates with core HR vendors like ADP, Paychex, and Paylocity, and some HCM vendors like Ultimate Software and Workday.

In June 2016, PeopleMatter was acquired by Snagajob, an online platform that connects recruiters and hiring managers with job seekers for hourly work. Snagajob currently has 65 million registered job seekers using the site. Merging with PeopleMatter’s talent and workforce management software, their new combined offering will be a human capital management platform for the hourly and service industry market that addresses candidate sourcing, screening, tracking, hiring, onboarding, training, scheduling and performance management. It will also include a wide range of integrations to background checks, payroll and point-of-sale partners.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, PeopleMatter is:

**A good fit for:** Mid-sized companies and enterprises in the restaurant, retail, and hospitality industries that are looking for a way to manage hiring, onboarding, and scheduling at multiple locations

**Most compared to:** UltiPro, Visier Workforce Analytics, OrgMapper, Dayforce HCM, and SuccessFactors Talent Solutions

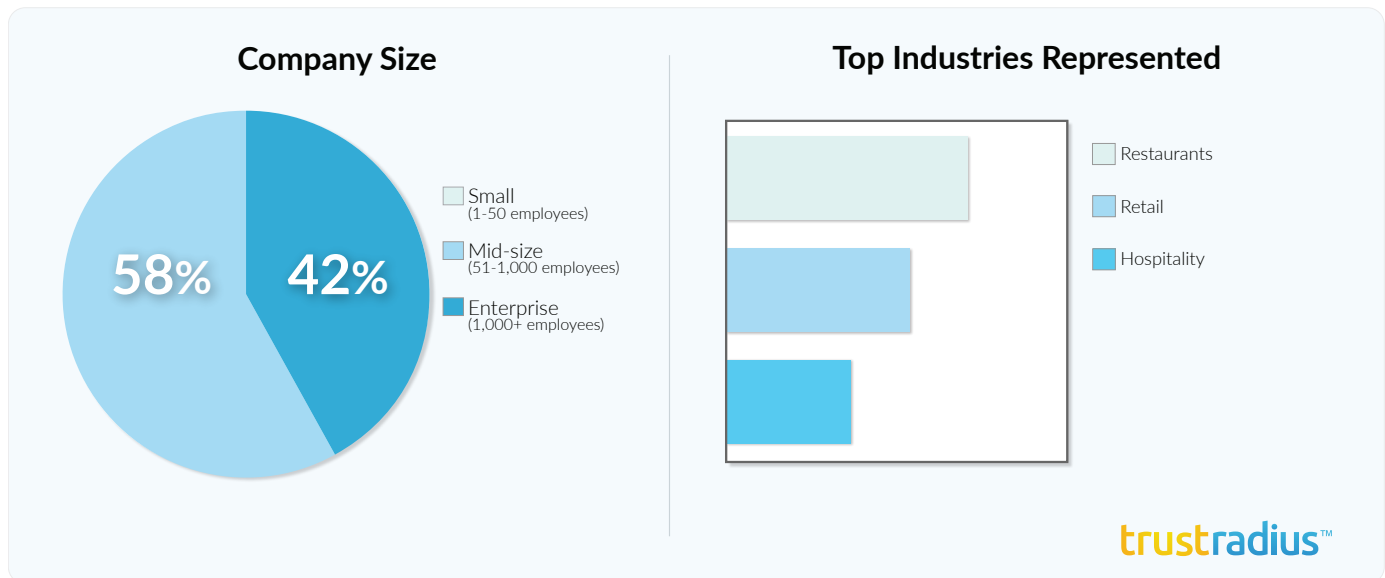
Find detailed user ratings of PeopleMatter’s talent management features [here](#).



Score 6.1 out of 10

Company status	Private
Customers	The product is used at 47,000 locations, some owned by the same parent company.
Employees on LinkedIn	97
Headquarters	Charleston, SC
Founded	2009

## PeopleMatter Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of PeopleMatter](#) on TrustRadius. Data may not be available for all reviewers.

## Summary of PeopleMatter Reviews

PEOPLEMATTER PROS	PEOPLEMATTER CONS
<b>Good for multi-location, multi-level orgs</b> <ul style="list-style-type: none"> <li>» PeopleMatter works well for companies that need to manage talent across multiple locations and multiple position levels (i.e. HR, managers, and employees). For example, users like the ability to deliver consistent testing and training to all employees of a certain level/set.</li> <li>» According to users, PeopleMatter is a strong solution for retail, restaurant, and hospitality industries (but may be less suited to corporate or professional recruiting environments).</li> </ul>	<b>Employee self-service features</b> <ul style="list-style-type: none"> <li>» Currently, PeopleMatter is less strong on features where the employee is the end-user. Users would like to see more self-service features for employees —things like an employee dashboard, contact list, or mechanism for employees to contact HR.</li> </ul>
<b>Onboarding</b> <ul style="list-style-type: none"> <li>» Onboarding workflows are strong.</li> <li>» PeopleMatter is helpful for streamlining new employee/manager interactions around paperwork, to ensure that all requirements for documents and forms are met in a timely manner. Users also like that PeopleMatter keeps them compliant with the current versions of forms, etc.</li> </ul>	<b>Learn module</b> <ul style="list-style-type: none"> <li>» Some users said the Learn module could be improved.</li> </ul>
<b>Simple to use</b> <ul style="list-style-type: none"> <li>» Users said the look &amp; feel of PeopleMatter is very simple, making the software easy to use.</li> <li>» Admins can easily access the system (without sacrificing security).</li> </ul>	<b>Reporting</b> <ul style="list-style-type: none"> <li>» Users have various concerns about reporting, for instance, one user encountered errors, while others would like reports to be more customizable, with more fields available.</li> </ul>

Continued on next page.

PEOPLEMATTER PROS	PEOPLEMATTER CONS
<b>Accessible and secure</b> » Admins can easily access the system without sacrificing security.	
<b>Hiring</b> » PeopleMatter works well for top of funnel talent management, including recruiting, evaluating, and then onboarding candidates. Job listings, application organization, and candidate assessment features are strong.	<b>Limited Talent/HRIS/HCM capabilities</b> » PeopleMatter is basically an ATS + Onboarding + LMS, with added scheduling capabilities. It lacks full performance management, time & attendance, and other talent management/core HR modules present in other suite solutions.
<b>Includes scheduling</b> » PeopleMatter includes employee scheduling capabilities, which, according to users, is a key differentiator—and one of the factors that makes PeopleMatter a good fit for shift-oriented industries with location managers.	

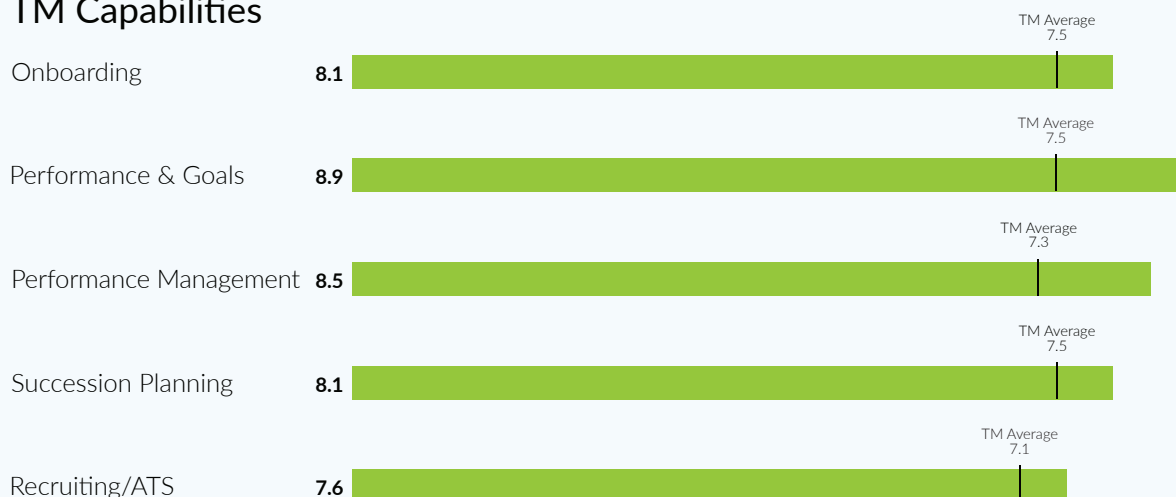
Source: (12) [User reviews of PeopleMatter](#) on TrustRadius, (10) updated or written in the last year

## Aggregate User Ratings of PeopleMatter on TrustRadius

### Overall Experience



### TM Capabilities



Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (12) [User reviews of PeopleMatter](#) on TrustRadius, (10) updated or written in the last year

## PeopleMatter Response to Reviewer Feedback

Thanks for your feedback! Reviews like yours help us make PeopleMatter better everyday for both our current and future customers.

We're committed to delivering a phenomenal customer experience through both our people and our products. We take your feedback seriously and constantly build it back into our platform. In fact, a lot of the suggestions above have been added into the PeopleMatter platform and our free mobile app.

Thanks to feedback like yours, we've added in more system configurability and flexibility, tons more functionality in our free mobile app, advanced performance management and corporate/salaried recruiting products, and more. In fact, you can view all of our past releases and the new features in each at [www.peoplesmatter.com/product-releases](http://www.peoplesmatter.com/product-releases).

And with our recent merger with Snagajob, PeopleMatter now brings the power of Snagajob's #1 hourly marketplace—with more than 70 million job seekers and 1 million new users every 35 days—to our complete set of workforce management solutions.

We're excited about the value Snagajob's #1 Marketplace, combined with PeopleMatter's #1 Hiring Software, brings to our customers.

# SilkRoad (focus on SilkRoad Onboarding, formerly RedCarpet) Talent Management Software

SilkRoad was founded in 2003 and has raised multiple rounds of funding since its inception, raising a total of \$192M. The company made two major acquisitions to fill out their talent management suite, acquiring OpenHire (now SilkRoad Recruiting) in 2004 and VTN Technologies (formerly GreenLight, now SilkRoad Learning) in 2008. In addition to recruiting and learning management, SilkRoad also includes Onboarding (formerly RedCarpet) and Performance (formerly WingSpan). The Onboarding product, formerly RedCarpet, is considered one of the strongest in the industry, and is the focus of the user feedback summary below.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, SilkRoad is:

**A good fit for:** Companies that are focused on creating an integrated recruiting to onboarding process (other areas of the suite get mixed reviews or have limited data). It may be less of a good fit for organizations without internal IT resources to support the applications, given that support is a pain point across reviews of the different modules.

**Most compared to:** ADP Vantage, Lumesse, Infor HCM, Oracle HCM Cloud, and Cornerstone OnDemand

Find detailed user ratings of SilkRoad Onboarding’s features [here](#), ratings of SilkRoad Learning [here](#), ratings of SilkRoad Recruiting (aka OpenHire) [here](#), and ratings of the rest of SilkRoad’s offerings, which also includes Performance, [here](#).

SilkRoad  
Onboarding

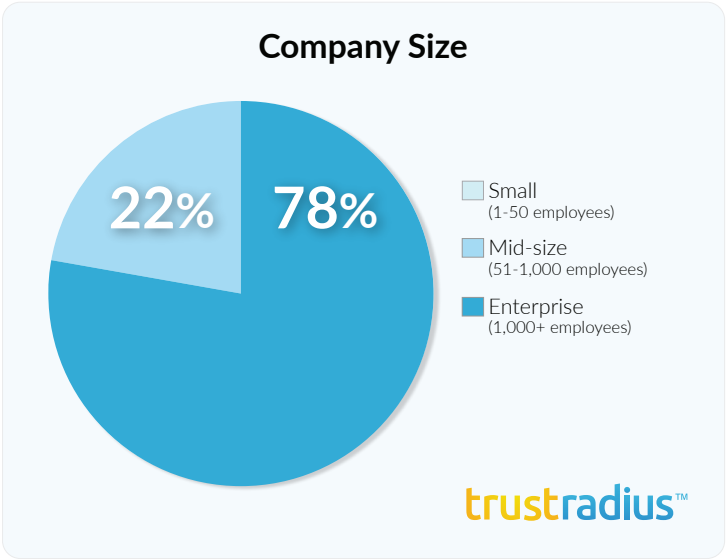
★★★★★ (39)

Score 7.9 out of 10



Company status	Private
Customers	2,000+
Employees on LinkedIn	483
Headquarters	Chicago, IL
Founded	2003

## SilkRoad Onboarding Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of RedCarpet](#) on TrustRadius. Data may not be available for all reviewers.

## Summary of SilkRoad Onboarding Reviews

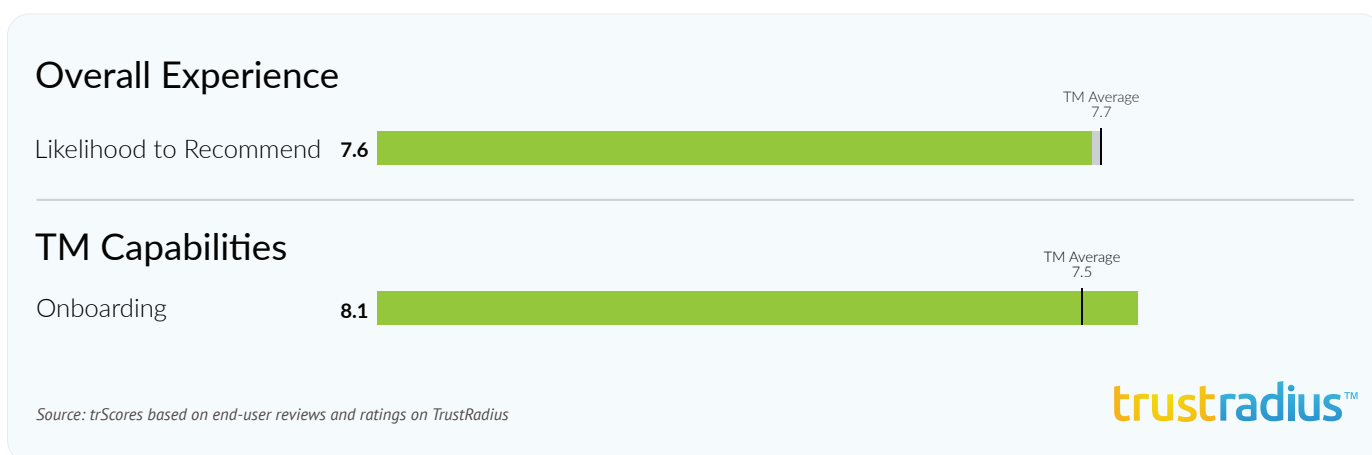
SILKROAD ONBOARDING PROS		SILKROAD ONBOARDING CONS	
<b>Task workflows</b> <ul style="list-style-type: none"><li>» Users said SilkRoad Onboarding helps manage pre-hire, new hire, and offboarding tasks across departments. For the most part, task workflows are a strength.</li><li>» However, users report some difficulties related to tasks, for example, limited ability to add forms to tasks, many fields required to create tasks, and confusing task workflow/dependency trees.</li></ul>			
<b>RedCarpet portal</b> <ul style="list-style-type: none"><li>» Users had mixed experiences with the Onboarding web portal.</li><li>» They like that the portal is interactive, can include various media types, and can be branded.</li><li>» But they said the portal could be more user-friendly, both in terms of editing the portal from an admin perspective and accessing the portal from an employee perspective.</li></ul>			
<b>Onboarding consistency &amp; efficiency</b> <ul style="list-style-type: none"><li>» Users said SilkRoad Onboarding creates consistency and improves efficiency of onboarding processes, leading to a better experience for candidates/new employees.</li></ul>		<b>Support</b> <ul style="list-style-type: none"><li>» Support does not have a good response time, and is not very communicative about whether they are working to resolve the issue.</li></ul>	
<b>Status dashboards</b> <ul style="list-style-type: none"><li>» Admins can monitor workflow via status dashboards.</li></ul>		<b>Modifying eForms</b> <ul style="list-style-type: none"><li>» eForms are inconvenient/expensive to add or edit.</li></ul>	
<b>New look is more user friendly</b> <ul style="list-style-type: none"><li>» Several said the application's new look (as of mid-2016) is more user-friendly than previous versions.</li></ul>		<b>Training time; implementation costs</b> <ul style="list-style-type: none"><li>» Users said this is not a quick-start product; it requires substantial training, and there are significant implementation costs.</li></ul>	

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SILKROAD ONBOARDING PROS	SILKROAD ONBOARDING CONS
<b>Forms library</b> » Documents, forms, policies, and other records are accessible and organized (and paperless!).	
<b>Integration with SilkRoad ATS (OpenHire)</b> » Onboarding integrates well with Recruiting for a seamless recruiting to onboarding workflow. » A few users cautioned that Onboarding does not integrate easily with all SilkRoad modules, since they are built on different platforms.	

Source: (9) [User reviews of RedCarpet](#) on TrustRadius, (5) updated or written in the last year

## Aggregate User Ratings of SilkRoad Onboarding on TrustRadius



Source: (9) [User reviews of RedCarpet](#) on TrustRadius, (5) updated or written in the last year

## SilkRoad Response to Reviewer Feedback

SilkRoad Onboarding helps drive engagement during every employee transition. Whether it's new hire onboarding, promotions, mergers and acquisitions, retirement, or offboarding, our workflows allow organizations to deliver the right content to the right people at the right time to activate talent to day one readiness and accelerate their time to productivity.

Newer features have been added to further make SilkRoad Onboarding easy to use and implement. SilkRoad Onboarding customers enjoy our eForm Builder, which makes it easy to collect important data like beneficiary information, direct deposit details, and acknowledgements with simple eForms. Privileged administrators can easily build these eForms on the fly, and add them to the workflow of the event without engaging SilkRoad Services or incurring a cost. eForms created with the eForm Builder are responsive, include electronic signatures, and provide the flexibility to edit and update the eForm whenever needed. Also, customers now enjoy a new look and feel that provides an easy to use, mobile portal for employees.

Speed the time to value and activate new hires to productivity faster with SilkRoad Onboarding Express, which implements customers in just two weeks. Leverage SilkRoad's extensive onboarding expertise with a new hire onboarding portal that contains get started content and a predefined workflow, removing the guesswork of what the onboarding process should look like.




# SAP SuccessFactors

## Talent Solutions

### Talent Management + Core HR Software

SAP SuccessFactors 

★★★★☆ (79)

 Score 6.7 out of 10

SAP SuccessFactors was founded in 2001 and went public in 2007. The company made several acquisitions, buying CubeTree and YouCalc in 2010, just before being acquired by SAP for \$3.4B in 2011. CubeTree gave the SuccessFactors platform social capabilities including collaboration and sharing, team workspaces 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.

Company status	Public
Customers	4,900+
Employees on LinkedIn	1,758; total count is 79,962 according to the vendor
Headquarters	Waldorf, Germany
Founded	2001

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. Because 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. (Note, however, that users on TrustRadius rate Employee Central much lower than other Core HR point solutions; it falls near the very bottom of the [Core HR Software TrustMap](#).) Though SuccessFactors continues to have very strong goal and performance management capabilities, some reviewers commented that in general the product has not kept up with the pace of innovation from other talent management and HCM competitors.

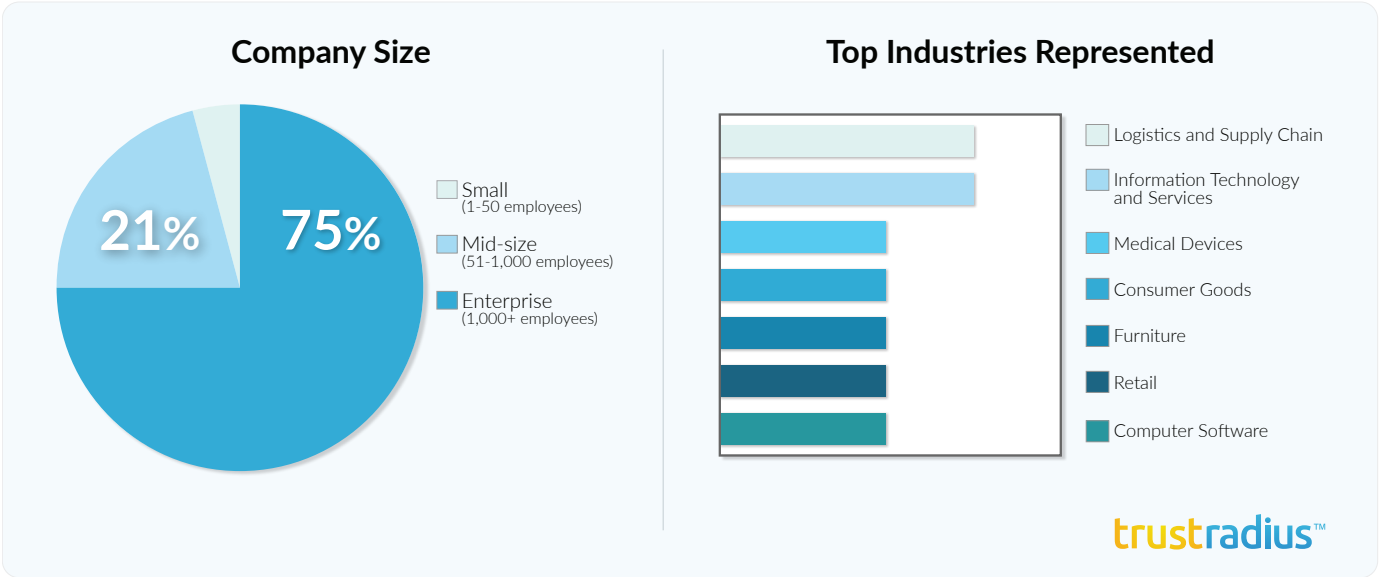
Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, SuccessFactors Talent Solutions is:

**A good fit for:** Enterprises that want to standardize their talent management processes globally and use a single system of record for the entire employee lifecycle. It is also important that the company have a substantial HCM budget, to account for training and the cost of new modules/updates.

**Most compared to:** Workday HCM, Cornerstone OnDemand, and Oracle PeopleSoft HCM and HCM Cloud

Find detailed user ratings of SuccessFactors' talent management features [here](#).

# SAP SuccessFactors Customer Demographics\*



\*Customer demographics data is drawn from User profiles and User reviews of SuccessFactors Talent Solutions on TrustRadius. Data may not be available for all reviewers.

## Summary of SuccessFactors Talent Solutions Reviews

SUCCESSFACTORS PROS	SUCCESSFACTORS CONS
<b>Product breadth</b> <ul style="list-style-type: none"><li>» The platform provides a wide variety of capabilities spanning the entire range of HR activities, including both talent (Talent Solutions) and Core HR (Employee Central).</li><li>» Users said they like being able to have one system of record for the entire employee lifecycle. (SAP calls this “recruit to retire.”)</li></ul>	<b>Customer service &amp; support</b> <ul style="list-style-type: none"><li>» Customer service and support are not responsive and/or take too long to resolve issues.</li><li>» Users would like more proactive guidance from account managers.</li></ul>
<b>Standardized processes</b> <ul style="list-style-type: none"><li>» Users said SuccessFactors has helped to streamline their talent management processes and standardize them across different parts of the organization, in some cases globally.</li></ul>	<b>System performance</b> <ul style="list-style-type: none"><li>» According to users, there are lots of bugs, the system can be slow, and there is occasional downtime.</li></ul>
<b>Performance Management</b> <ul style="list-style-type: none"><li>» Goal alignment and performance review capabilities are excellent.</li><li>» Generating a performance review task is fairly easy.</li><li>» Approval workflows, including the ability to report on performance review status, are helpful.</li></ul>	<b>Training</b> <ul style="list-style-type: none"><li>» Onsite training is expensive and online training is not sufficient. Users would like access to more online resources.</li></ul> <p><i>Note from vendor: We have implemented extensive online training options over the past 12 months, including our own MOOC. We also have introduced accreditation programs and partner training.</i></p>

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SUCCESSFACTORS PROS		SUCCESSFACTORS CONS	
<b>LMS</b> » The Learning module is configurable to business needs.		<b>Cost</b> » Some users said SuccessFactors can be expensive, taking into account the price of the software itself plus the total cost of ownership, including cost of implementation/consultants, new features, and premium support.  <i>Note from vendor: New modules are only priced if they are completely new functionality (e.g. Onboarding was added to our price list 3 years ago; we do not charge separate price tags for new functionality to existing solutions like Continuous Performance Management and Presentations).</i>	
		<b>Reporting</b> » Reporting could be more user-friendly—although according to some users this has been improving over time.	
		<b>Integration between systems &amp; modules</b> » Users would like to see better integration between SuccessFactors and other SAP systems, as well as 3 <sup>rd</sup> party HR systems. » Users said the integration between SuccessFactors modules is incomplete, and the modules have an inconsistent feel. The lack of cohesion between modules is likely due to the fact that many modules are the result of acquisitions.	
<b>UI / Navigation</b> » Some users said the system architecture is clunky and confusing, with multiple ways to do the same thing and overly complicated processes and layouts. One user said the system felt outdated; another said it seemed overly technical. » Other users disagreed, describing the SuccessFactors UI as organized and user-friendly.			

Source: (28) [User reviews of SuccessFactors Talent Solutions](#) on TrustRadius, (6) updated or written in the last year

# Aggregate User Ratings of SuccessFactors Talent Solutions on TrustRadius



Source: (28) [User reviews of SuccessFactors Talent Solutions](#) on TrustRadius, (6) updated or written in the last year

## SAP SuccessFactors Response to Reviewer Feedback

We continue to make major investments in Performance Management bringing to market new technology innovations that help our customers improve the productivity and development of their workforce and increase employee engagement.

Earlier this year we launched Continuous Performance Management as part of SAP SuccessFactors Performance & Goals. Continuous Performance Management solves many of the frequently cited issues of performance management initiatives by facilitating ongoing check-ins between employees and managers to ensure activities, accomplishments and goals stay on track throughout the year. With Continuous Performance Management, managers have a simple way to provide continuous feedback and coaching to help employees constantly grow in their roles and drive ongoing improvements in performance. Employees stay motivated and engaged to perform at their best.

We're committed to helping organizations advance their performance management transformation with comprehensive, simple to use, and engaging solutions. Feedback from 36+ million end users tells that by reducing complexity and making it easier to evaluate and recognize top talent, you can achieve even greater business results.

We have much more planned as we continue to evolve our Continuous Performance Management capabilities with future releases, adding more features and functionality to our web and mobile applications that meet the needs of customers. At the same time, we are constantly enhancing the user experience, and look forward to ongoing improvements in this area.

# UltiPro

## Core HR + Talent Management Software

Ultimate Software was founded in 1990, 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. The company began introducing talent management capabilities in 2008, including employee onboarding (a new version is being released in 2016), performance management, succession management, career development, compensation management, and recruiting (a new version of which was launched in 2014). Time management is a more recent addition, and a new workforce management module will be added soon.

UltiPro is Top Rated by reviewers at mid-sized companies and enterprises. It is aimed at companies with between 200 and 100,000+ employees that are based in the U.S. or Canada but have multi-national workforces. Almost all customers use the Core HR and payroll solution, and the majority (>60%) also use the talent management and/or time management components.

Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, UltiPro is:

**A good fit for:** Mid-sized companies and enterprises that need a strong Core HR and payroll solution combined with basic talent management features, are focused on workforce reporting & compliance, and want to leverage Ultimate’s free training and professional development certification programs

**Most compared to:** Workday HCM, ADP Workforce, Dayforce HCM, ADP Vantage and SuccessFactors Talent Solutions

Find detailed user ratings of UltiPro’s HCM features, including many core HR areas plus recruiting, onboarding, performance management, succession planning, and other talent management areas, [here](#).

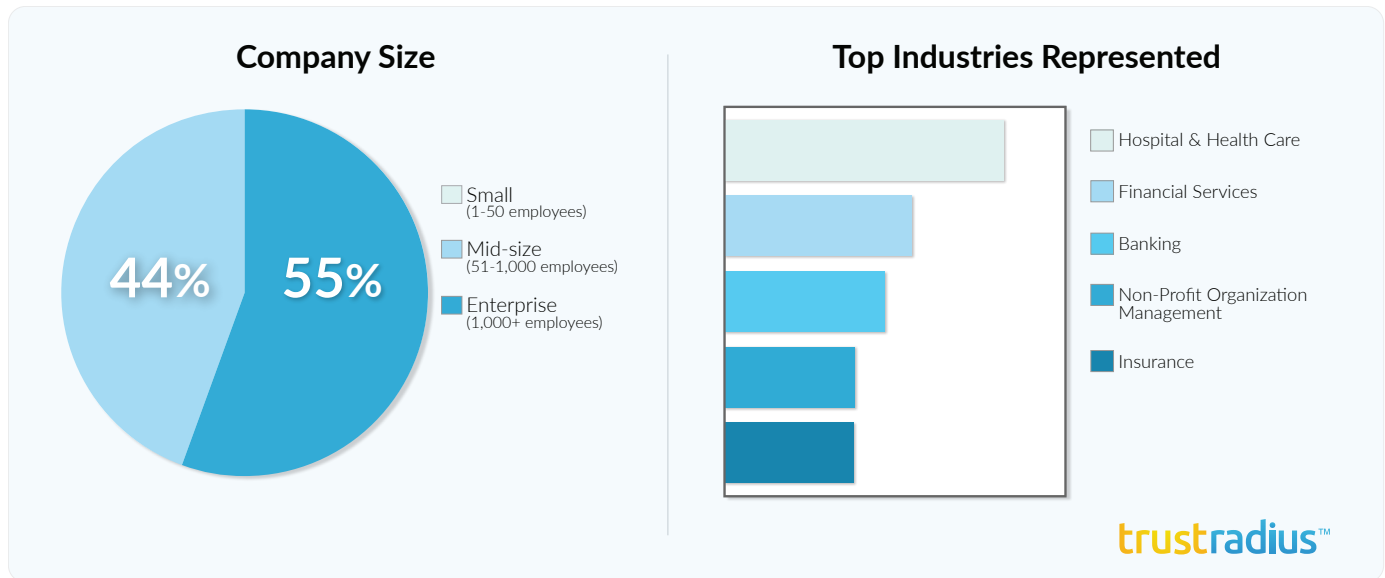


trScore 8.3 out of 10



Company status	Public
Customers	3,400+
Employees on LinkedIn	2,706
Headquarters	Weston, FL
Founded	1990

## Ultimate Software Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of UltiPro](#) on TrustRadius. Data may not be available for all reviewers.

## Summary of UltiPro Reviews

ULTIPRO PROS	ULTIPRO CONS
<b>Reporting (BI)</b> <ul style="list-style-type: none"> <li>» Reporting capabilities, enabled through a partnership with IBM Cognos, are robust and fairly easy to use, even for advanced reports. Users can report on any fields within the system.</li> <li>» Several users said reporting was a key differentiator that tipped the scales in their decision to purchase UltiPro.</li> </ul>	<b>Time Management (UTM)</b> <ul style="list-style-type: none"> <li>» Users said the UTM module could benefit from more development. For example, time management could be less buggy, more user-friendly, able to handle more complexity, and better integrated into the platform's core.</li> </ul>
<b>Payroll</b> <ul style="list-style-type: none"> <li>» Payroll is UltiPro's strongest component. Works well for tax compliance with multi-state payroll.</li> <li>» A few elements, like negative earnings, pay rate changes, and entering backdated payroll information, have room for improvement.</li> </ul>	<b>PTO Tracking</b> <ul style="list-style-type: none"> <li>» Vacation time tracking does not work properly. People can submit time but system does not track balance as well as users would like.</li> </ul> <p><i>Note from vendor: UltiPro does include PTO balance tracking capabilities.</i></p>
<b>User-friendly</b> <ul style="list-style-type: none"> <li>» According to users, UltiPro is extremely user-friendly for both admins and employees.</li> </ul>	<b>Benefits administration</b> <ul style="list-style-type: none"> <li>» Some users would like to see more complexity/ability to customize benefits administration. For example, in some cases users were not able to integrate UltiPro to their benefits providers, and there were some issues with contingent benefits.</li> <li>» Users would like to be able to customize open enrollment more easily. They would also like the option to re-use settings and messaging from the previous year's open enrollment.</li> </ul>

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ULTIPRO PROS	ULTIPRO CONS
<p><b>Support for changing regulations that affect HR (ACA)</b></p> <ul style="list-style-type: none"> <li>» Users said Ultimate Software has been extremely helpful in educating them about how to change reporting practices to comply with new regulations such as the Affordable Care Act.</li> <li>» Creating 1095-Cs in UltiPro is convenient.</li> </ul>	
<p><b>Broad HR functionality</b></p> <ul style="list-style-type: none"> <li>» Many users like that UltiPro combines broad HR functionality, including payroll, core HR/HRIS, and talent management features (especially recruiting).</li> <li>» However, users note that UltiPro is missing some of the bells and whistles offered by competitors who focus on any one of these areas; users with more complex needs have integrated UltiPro with other various HR technologies.</li> </ul>	<p><b>Talent Management</b></p> <ul style="list-style-type: none"> <li>» Recruiting, onboarding, performance management, goals, and compensation exist but have room for improvement, in terms of handling complex processes.</li> </ul>
<p><b>Hands-on training</b></p> <ul style="list-style-type: none"> <li>» UltiPro's online and in-person training both get good grades from users. They especially like that training is live and interactive.</li> <li>» Online training has improved greatly. It is free to UltiPro customers and is tailored to specific roles and competency levels. Still, a few users would like to see even more granular online training for advanced functions (like certain types of reporting).</li> <li>» Users said training at the Connections conference is particularly worthwhile, though it does involve travel expenses.</li> <li>» Users also appreciate the professional development courses (which contribute to various certifications) offered for free by Ultimate.</li> </ul>	<p><b>Global functionality</b></p> <ul style="list-style-type: none"> <li>» International use cases are more difficult than expected to set up; global functionality isn't quite there yet.</li> </ul>
<p><b>Price</b></p> <ul style="list-style-type: none"> <li>» Many users said UltiPro's competitive, straight-forward pricing model was a major factor in their decision to purchase the product.</li> <li>» A few users would like to see different packing/pricing options for certain modules and combinations, for example time &amp; attendance available at a lower cost.</li> </ul>	<p><b>Mobile app</b></p> <ul style="list-style-type: none"> <li>» In general, users said UltiPro's mobile functionality is improving but lags behind competitors.</li> <li>» While some areas of UltiPro are mobile compatible, not all parts of the product can be easily accessed from a phone or tablet. Users would like to see a more robust, user-friendly mobile experience for traveling employees who use mobile to clock in and out, for example.</li> </ul>

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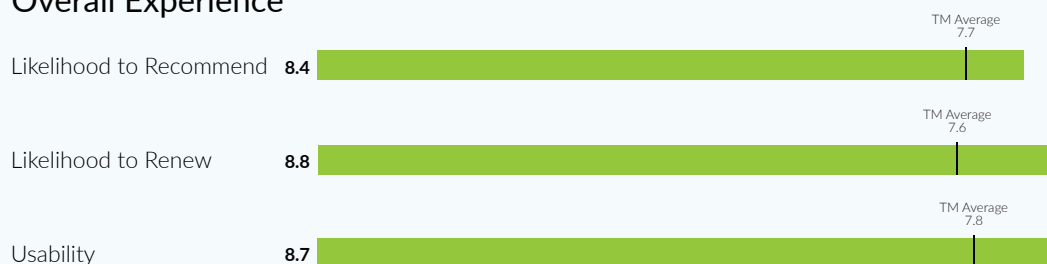


ULTIPRO PROS	ULTIPRO CONS
<p><b>Customer support</b></p> <ul style="list-style-type: none"> <li>» Support gets very mixed reviews. Some users raved about the excellent and attentive support they've received; others complained about needing to submit tickets, wait a long time for a response, and make do with rushed or incomplete solutions. Some users noted that support cases near the end of year—which tend to be urgent and time-sensitive—take a long time to resolve because support resources are overwhelmed.</li> <li>» Integration support in particular could be improved.</li> </ul> <p><i>Note that according to the vendor, in response to user feedback, they have recently redesigned their support structure, moving from a tiered approach (escalation) to a collaborative approach (swarming), with free phone support and a named service rep.</i></p>	

Source: (436) [User reviews of UltiPro](#) on TrustRadius, (240) updated or written in the last year

## Aggregate User Ratings of UltiPro on TrustRadius

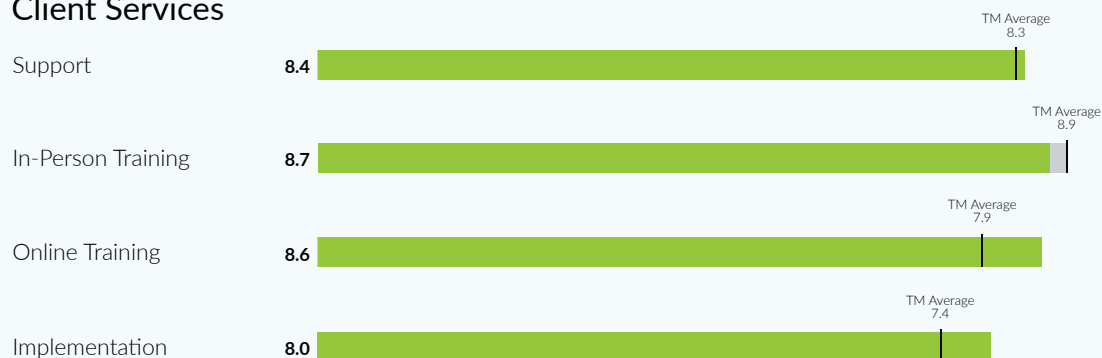
### Overall Experience



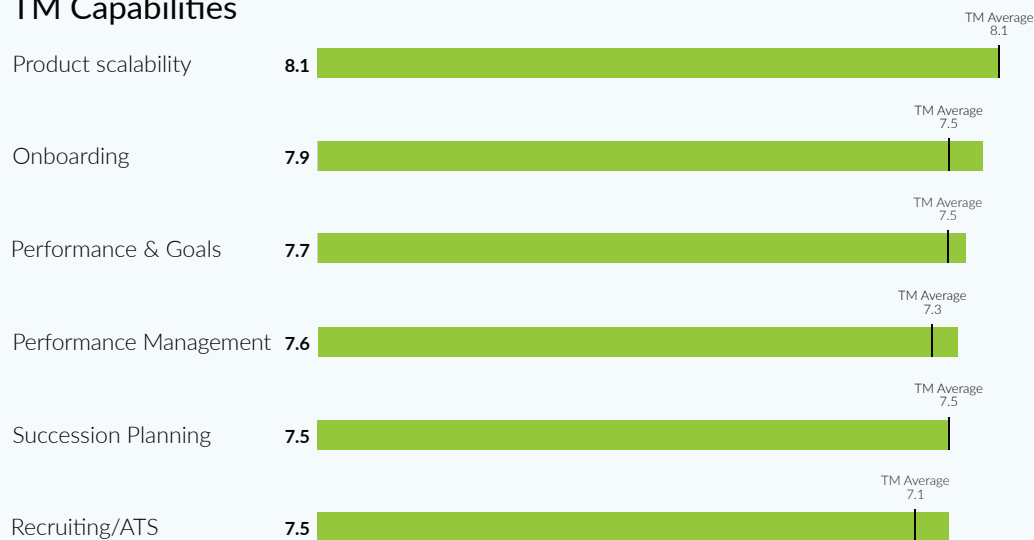
### Reliability



### Client Services



### TM Capabilities



Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (436) User reviews of UltiPro on TrustRadius, (240) updated or written in the last year

## Ultimate Software Response to Reviewer Feedback

Ultimate Software is committed to putting people first, always. This commitment drives our corporate culture, products, and services.

Ultimate Software's comprehensive human capital management solution, UltiPro, allows customers to access their information anytime, anywhere, all in one place. We continue to invest heavily in mobile so employees can access pay info and history, PTO requests, retirement contributions, performance reviews, employee information, and more all from their preferred device. Our time solutions easily automate, streamline workforce processes, simplify time capture for employees, and increase overall workforce productivity, which allows employees to track, submit, and receive management approval for time off requests. We also simplify complex integrations and created a self-service Integration Studio so businesses can seamlessly integrate with third party solutions by themselves. Additionally, customers can match and administer their benefits plans and enable employees to check coverage options in an intuitive benefits solution. Our talent management platform helps organizations engage and develop talent through continuous performance management, career development support, and talent pipeline tools.

UltiPro provides the flexibility needed to scale worldwide and allows customers to manage, engage, and integrate with global payroll providers to pay employees outside the U.S. and Canada. We plan to expand our language profile in 2016.

Customers love our award-winning customer service. We have improved support times with our new tiered approach that updates customers on new resources and assigns one support contact to eliminate re-communications.

Please contact us for additional information or to learn more about the features reviewed by our customers.

# Workday HCM

## Core HR + Talent Management Software

David Duffield, former CEO of PeopleSoft, and Aneel Bhusri founded Workday in March 2005. The company went public in 2012. 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, which has made significant waves. (Though the company has a total valuation of \$14.91B and is seen as a leader in cloud HCM, stock prices have been somewhat inconsistent this year due to high costs and concerns about over-valuation of cloud businesses.) Originally, Workday was aimed at companies with 3,000 or more employees, but the vendor has since shifted its target market to include companies with 500 employees and up. Note that while Workday supports talent strategies as part of core HCM, they do not sell Talent Management stand-alone.

Workday is built for business users who need to be able to quickly adapt to organizational change. Through Workday's Business Process Framework, end-users can re-configure the system to account for things like acquisitions, divestitures, and mergers, without using code. Like Cornerstone, Ultimate Software, and other major players in the space, Workday is investing significantly in big data and predictive analytics for HR. For example, in July 2016, Workday announced plans to acquire Platfora (a Hadoop-based data preparation and visualization tool), which they consider part of their "tuck under" acquisition strategy. Workday will rewrite the technology into their own code base, in order to augment data visualization capabilities and provide the ability to pull in 3rd party data to Workday's machine learning layer. Currently, Workday's features in this area include predicting employee retention risk and recommending actions to offset potential flight on the HCM side. On the financials side, Workday's machine learning can help predict things like which customers are likely to be late with payments.



trScore 7.9 out of 10



Company status	Public
Customers	1,100+
Employees on LinkedIn	6,451
Headquarters	Pleasanton, CA
Founded	2005

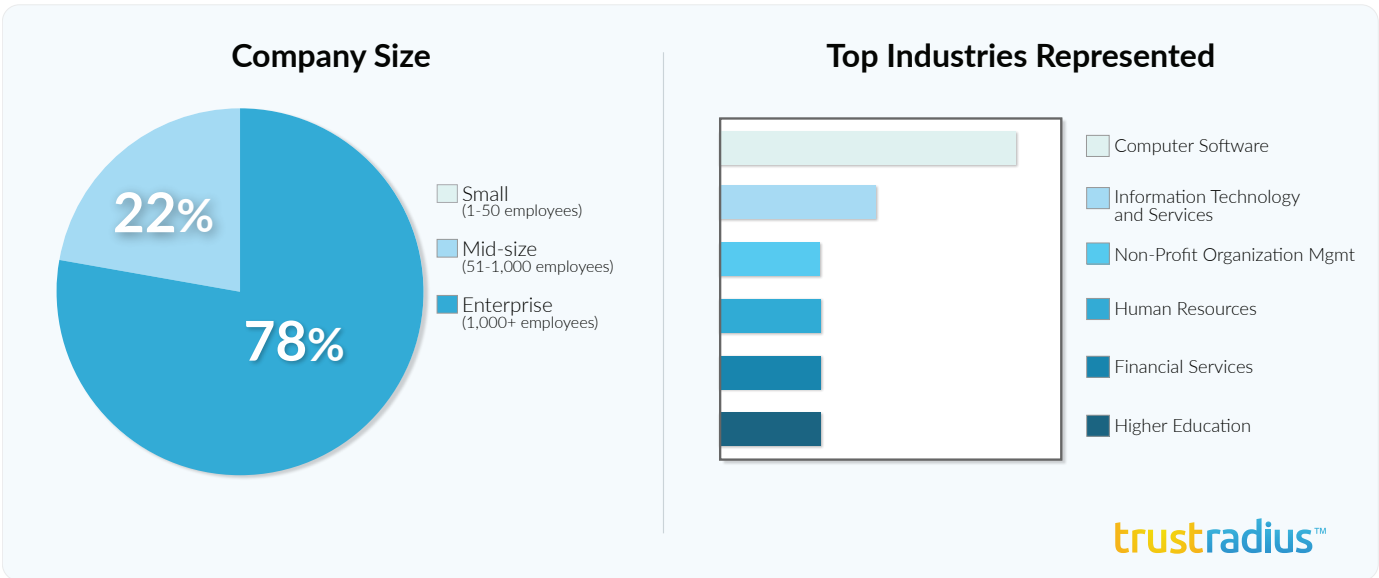
Based on user feedback, reviewer demographics, and buyer research patterns on TrustRadius, Workday is:

**A good fit for:** Enterprises in software and technology industries, that want strong mobile and employee self-service functionality, are comfortable with cloud technology (including things like reduced documentation/inability to customize the code), plan to use both core HR and talent management capabilities from Workday, and do not need a complex payroll system

**Most compared to:** SuccessFactors Talent Solutions, Oracle PeopleSoft HCM and HCM Cloud, and UltiPro

Find detailed user ratings of Workday’s HCM features, including core HR and talent management areas, [here](#).

Workday Customer Demographics\*



\*Customer demographics data is drawn from User profiles and [User reviews of Workday](#) on TrustRadius. Data may not be available for all reviewers.

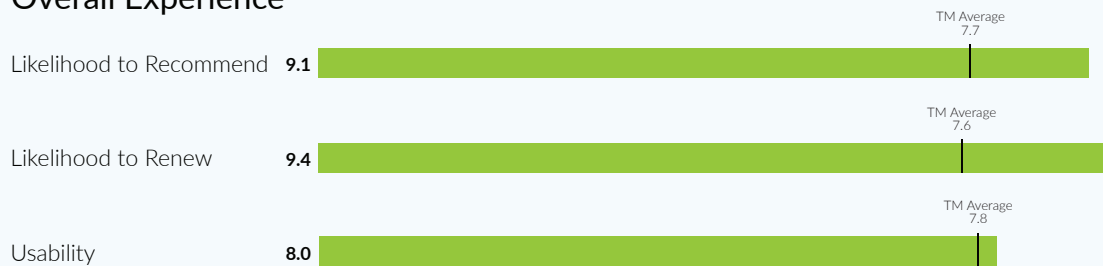
## Summary of Workday HCM Reviews

WORKDAY PROS		WORKDAY CONS	
<b>Intuitive design</b> » Users like Workday's consumer-like user experience.		<b>Light documentation</b> » Users said Workday provides less documentation than they are used to, and in some cases, not enough documentation for their needs.	
<b>Mobile</b> » Workday's mobile interface is particularly strong; development is "mobile-first."		<b>Security administration</b> » Security settings (for example, user permissions) are configurable, but administering them can be daunting.	
<b>Employee self-service</b> » Employee self-service features are strong and take workload off HR admins. » In general, users noted that Workday is more focused on the business user than the technologist.		<b>Reporting can be difficult to understand</b> » Users would like more training on reporting in Workday, which can be difficult to understand. (Note that users say training in general has improved.)	
<b>Not customizable, but very configurable</b> » Includes templated, pre-fab options that don't require IT resources to configure; can easily be changed to fit changing business processes. » Some users found it limiting that they could not customize (beyond level of custom fields and custom objects, etc.)		<b>Deployment is time-consuming</b> » It's time-consuming to deploy the platform and train employees. May take longer than expected. Note that this may be partly due to expectations set by the vendor; in general, the vendor touts its consistent user experience as reducing the amount of training needed to learn the system.	
<b>Auditing</b> » Users say system audit capabilities are exceptional; they like that data can be corrected from within the audit report.		<b>Payroll</b> » Payroll (a strength of many legacy vendors in the core HR space) is still immature, especially tax and payroll reporting. » Integrations to 3rd party payroll software have room for improvement.	
<b>Twice-yearly updates</b> » Workday is communicative about updates, and updates are scheduled at fairly convenient times (i.e. on the weekend). » Users appreciate the regular improvements and new features included in these updates, which are feature-rich and based on customer input.		<b>Platform is still developing</b> » Compared to more established products in the space, Workday is still developing in key core HR and talent management areas. Some users said the whole system could be more mature; others would like to see more robust recruiting, learning, and performance management capabilities specifically.	

Source: (29) [User reviews of Workday](#) on TrustRadius, (15) updated or written in the last year

## Aggregate User Ratings of Workday HCM on TrustRadius

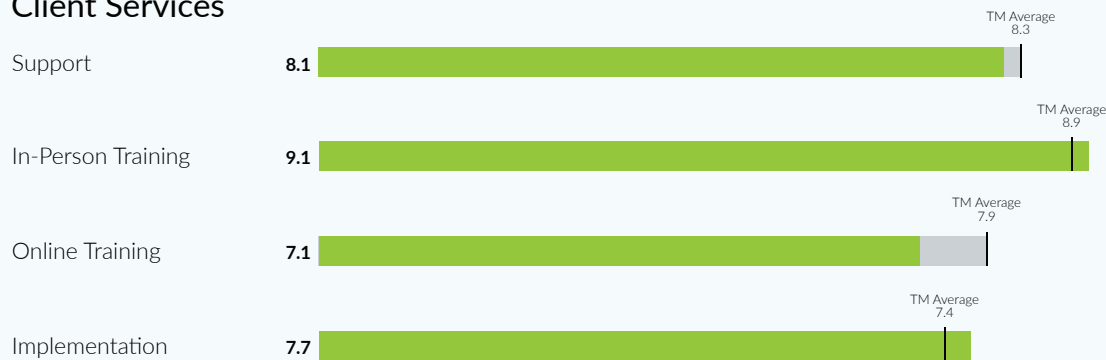
### Overall Experience



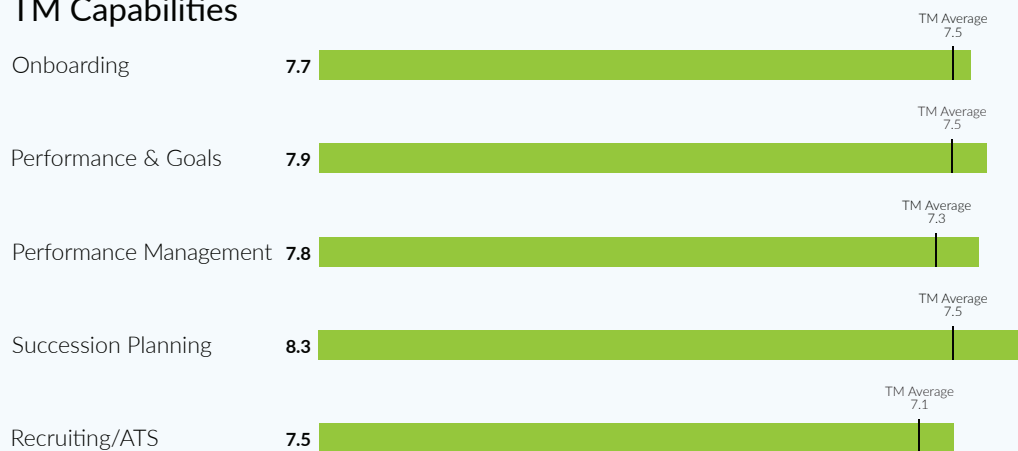
### Reliability



### Client Services



### TM Capabilities



Source: trScores based on end-user reviews and ratings on TrustRadius

trustradius™

Source: (29) [User reviews of Workday](#) on TrustRadius, (15) updated or written in the last year

## Workday Response to Reviewer Feedback

Workday is thrilled to see the validation of our 98% customer satisfaction rating reflected here in our user's reviews. But there is always more work to do.

To assist our customers, we created the Workday Community. Customers collaborate and share ideas between themselves and Workday, sign up for training, share report or business process definitions, consume information provided by the Workday Product teams, suggest and vote on product features, or sign up for one of the many available support channels such as "Review and Recommend", "Office Hours", and more.

Our stance has always been that customization eventually leads to customer issues, however, we appreciate the desire for deeper configuration and continue to make investments in this area.

While we're proud of the success of our four native payroll offerings, US, Canada, The UK, and France, we continue to make payroll a primary focus. We now deliver the Payroll Compliance Dashboard that not only informs customers of all regulatory updates, but prioritizes the information based on the employee population of each customer, placing the most relevant information right up front. We have also added two new integration templates for 3rd party providers, offering three integration options depending on the requirements of the destination system.

We have also begun evaluating our deployment strategy for various market segments and have identified opportunities for improvement. Our intention is to make the deployment as easy as possible for customers of all sizes. We are currently investing in updated methodology and tooling to achieve this goal.