

IMPORTANT QUESTIONS TO ASK YOUR TALENT MANAGEMENT VENDOR

Consolidation and acquisition have been the recent hot trends in the talent management systems market. Vendors are gobbling up other vendors and offering lofty proclamations about how their new, combined systems will change the world. But savvy buyers know that piecing together different software platforms is never as easy as it sounds in the press releases.

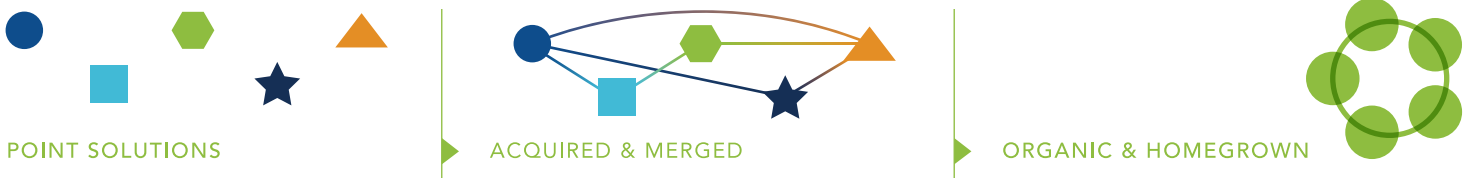
Integrating multiple software tools under the same roof is hard work – it often takes years to complete, and, even then, the combined system is often a patchwork of different user interfaces, data models and customer support options. The lesson? Buyer beware. Ask your talent management vendor some tough questions about their software, their acquisition plans and how it all will affect you.

ORGANIC?

Organic means talent management software developed in-house and by the same development team over time. In other words, it's **HOMEGROWN** – across all platforms (LMS, EPM, succession, etc.):

- One system
- One user interface
- One data model
- One customer support team
- One reporting environment

THE TALENT MANAGEMENT SYSTEMS SPECTRUM



IS YOUR TALENT MANAGEMENT VENDOR SELLING A SET OF PATCHED-TOGETHER, ACQUIRED SOLUTIONS? ASK THESE SIMPLE QUESTIONS AND FIND OUT.

INTEGRATION POINTS

Are the components of your talent management system from different acquired or merged companies? If so, how are these pieces connected – pass-throughs, patched data feeds, and work-arounds? For example if the LMS and EPM systems come from different acquisitions, make sure to get the real story on how they work together.

USABILITY

Is the user experience and interface consistent across the talent management system? If not, where does it change? If you click out of succession planning and into performance reviews, for example, does the user interface suddenly change? If so, how will this impact end-user training, engagement, adoption rates and overall experience?

REPORTING

Can the talent management system produce consistent reports from every part of the system? Is the reporting tool the same across the suite? Are the underlying data models the same across the system – and if not, can your vendor explain how this will impact your ability to generate timely and useful reports?

UPGRADES & MAINTENANCE

If the talent management system is pieced together, how will this impact product upgrades and enhancements? How are different versions and interfaces synchronized? Can the user interface and data model across the talent management spectrum be upgraded at the same time?

CUSTOMER SUPPORT

How does the vendor support their products from different legacy software acquisitions? Are there different support teams for the LMS and EPM and succession planning and compensation tools? Does supporting multiple acquired products under one roof raise the overall costs of support?

ADMIN & IT SUPPORT

If the talent management system is cobbled together from different user interfaces, administrator interfaces, data models, and customer support teams, does this increase headaches for admins or IT? How many touch points are you going to have to deal with?