



NUCLEUS
RESEARCH

TALENTSOFT LAUNCHES UPDATED HCM

ANALYST
Trevor White

THE BOTTOM LINE

At Talentsoft's yearly conference, the vendor made a number of announcements, covering not only its core talent management business, but the expansion and redesign of its core human capital management (HCM) offering: Talentsoft HUB. With these changes, Talentsoft is able to provide a complete and competitive core HCM offering for European organizations. Talentsoft's unique history as a French vendor enables it to meet the needs of European organizations, which face an ever-changing regulatory framework.

OVERVIEW

Talentsoft embraces its role as a French software vendor, touting its roots in Europe a key differentiator in the way it approaches talent. In an environment where firing underperformers is very difficult, managers are often required to find a fit for an underperforming employee. Another key differentiator for Talentsoft is its focus on providing human capital management (HCM) solutions for line-of-business managers (and, to a lesser extent, employees) in place of human resource (HR) professionals. At the Club Talentsoft 2019 in Barcelona, the company made a number of announcements:

- **Smart Assistant.** CU Hello Talent, Talentsoft's recruiting module, assembles and analyzes data from social networks to help managers identify potential candidates for a position. Talentsoft has introduced a new artificial intelligence (AI) feature called the Smart Assistant. In Hello Talent, managers can create relationships with external candidates that may or may not be ready to change jobs. The AI assistant recommends whether an individual is ready to consider a new position based on a number of factors including their skills profile as well as current employment duration, and provides recommendations on the individuals to contact.
- **Continuous Conversation.** Talentsoft Continuous Conversation is an ongoing collaborative performance management module. Employees and managers can enter their key objectives and measurable results, identify key contributors to give them feedback, and see all the feedback from a team in one place. Real-time dashboards enable managers to quickly view employee performance based on objectives and identify where coaching may be needed.
- **Artificial Intelligence.** Talentsoft's AI pitch is that it can help individuals discover their unique differentiators and skills by analyzing real work activity and recommending skills that can be added to their profile.
- **Microsoft Partnership.** Talentsoft was recently named Microsoft Partner of the year for 2018 and has collaborated with Microsoft to help organizations such as Dior expand its talent capabilities. The Microsoft integrations help facilitate conversation in the work environment by combining Microsoft Teams and Talentsoft, and Microsoft Graph Data Connect. Microsoft Graph Data Connect can be used to build a robust picture of people by accessing data at scale and bringing in Office 365 and other data through Azure. The partnership also allows organizations to create teams that work together and create services, so it makes no difference if recruiting comes from Talentsoft or Microsoft.

CUSTOMER EXPERIENCE

Focused on the European market, Talentsoft meets the needs of customers with standalone talent management solutions or comprehensive HCM solutions through its Talentsoft HUB.

SOFTWARE COMPANY

This 20-year-old company faced three challenges. With a broad set of products, it needed focus to improve and streamline its offering, ensure it had the skills and knowledge transfer needed in its evolving employee base, and guarantee that employees responded to client needs with one offering. It underwent a significant rebranding, rearchitected its software for a software as a service (SaaS) offering and added a global HR role. To facilitate this, the organization used Talentsoft to create an online platform where employees could list the job skills they had and their ideal future role to generate a personalized training profile which would give them the skills to obtain that role. This helped the organization meet its training goals and allowed employees to take greater control over their own work trajectories.

MANUFACTURING COMPANY

This manufacturing company is based in the Nordics and has more than 5,000 employees spread throughout Europe. Prior to moving to Talentsoft, the organization did not have an HCM solution and used a manual, Excel-based process for its HCM and learning needs instead. The organization decided to go with Talentsoft because it felt that Talentsoft's European focus and its experience in the Nordics would better serve the organization's interests as compared to other vendors, since Talentsoft had familiarity with the specific employment requirements and peculiarities within the Nordics.

ANALYSIS

With these announcements, Talentsoft has expanded itself beyond its start as a talent management company and into a fully-fledged HCM option for European organizations. While there are no current plans for an American product, for those organizations in Europe, Talentsoft now offers a competitive core HCM product. Talentsoft's history in Europe, and in particular the regulatory heavyweight of France, speaks to its strong ability to manage an ever-changing regulatory environment.