

Solution Provider Profile

Explorance

APRIL 2022



Company At-a-Glance	
Name of Product/Offered	Blue, MTM, BlueML
Headquarters	Montreal, Quebec, Canada
Year Founded	2003
Number of Employees	325
Revenue	CAD 42 million
Geographic Coverage	Global (50 countries)
Top Customers	Abbvie, Allstate, Aramco, Boeing, Cisco, Colgate-Palmolive, Deloitte, Harvard University, Johnson & Johnson, Microsoft, National Bank, NASA, PWC, United Health Services and the University of Pennsylvania.
Total Users (Cloud)	750
Solution Name	People Insights Platform
Current Version	Blue 8, MTM 8.3, BlueML 1.5
Date Version Was Released	Blue 8 @ June 2021; MTM 8.3 @ March 2022; BlueML 1.5 @ April 2022
Year Product Was Originally Launched	Blue @ 2003; MTM @ 2000; BlueML @ 2020
Website	www.explorance.com

Explorance Solution Overview and Value Proposition

Founded in 2003, Explorance supports more than 20 million employees and students in their professional journey of purpose, growth, and impact.

As the leading provider of People Insight Solutions, Explorance focuses on where people's experiences converge with talent effectiveness. By connecting the moments that matter, Explorance offers a unified picture of needs, expectations, skills, knowledge, and competency. By providing proven measurement expertise and decision-grade AI-enabled recommendations, Explorance helps accelerate the insight-to-action cycle, enabling organizational agility and individual success.

Headquartered in Montreal with business units in Chicago, Chennai, Melbourne, Amman, and London, Explorance works with 25% of the Fortune 100 companies and the world's top Higher Education institutions. Explorance has been consistently recognized for its culture of high trust by the Great Place to Work® Institute, and three times awarded in the Deloitte Technology Fast 500™ list.

People Insight Solutions

Everything Explorance does as a company is around measurement, gaining insights and determining actions throughout the employee lifecycle to achieve individual growth, talent outcomes, and organizations' success.

Explorance partners with clients to dive deep into their talent-related strategic priorities and create the analytic connective tissue between critical touchpoints from hire to retire.

With flexible, multi-faceted approaches and solutions to engage employees, measure their experiences, and their effectiveness, Explorance enables its clients to tell holistic stories and uncover drivers that otherwise go unobserved.

Its commitment is to help support employees at every step of their journey and suggest the actions necessary to drive talent outcomes:

- Enhance individual and team performance
- Increase employee engagement
- Reduce the skills gap
- Enhance the talent source/pipeline
- Improve employee retention rates
- Increase sense of belonging and inclusion

What Sets Explorance Apart?

Explorance is a company that can deliver the technology, expertise and service in whatever capacity its clients need. Its machine learning platform, BlueML is unique in the following aspects:

1. **Designed for HR professionals** - The learning engine has been highly trained to interpret human resources taxonomy throughout the employee journey, end-to-end. Thus, organizations can now obtain well-rounded, brief, and correct prescriptive insights and prompt action recommendations. Designed to be used by human resources, talent management, and employee experience professionals and to address common Human Capital Management (HCM) challenges such as recruitment, onboarding, learning and development (L&D), well-being, diversity, equality, and inclusion (DE&I), trust, burnout, attrition, and engagement.
2. **Receives input from most sources** - While the engine was originally developed to service the Explorance's HR and L&D client base, the company decided to democratize the engine so that any HR executive that collects feedback, whether using Explorance's solutions or any other employee experience solutions, can use the BlueML engine to gain reliable VOE analytics. The engine is available to use through a drag & drop standalone SaaS platform or via an API interface.
3. **Performs continuous deep analysis** - The engine continuously learns. It can differentiate between general feedback and formative feedback. This allows it not only to indicate the feedback mood but to classify it into its exact HR category and to determine what is attributed to the employee's experience. Grasping the proper context enables the engine to suggest recommendations to mitigate the identified HR challenge(s).
4. **Assists in employee personal growth, organizational agility, and business acceleration** - While the solution integrates feedback from various related employee touchpoints, it leads to a deeper understanding of how an organization can improve as a whole. It enables you to conclude what actions you need to apply in a department/ as a team or at an individual level to reach business goals. Understanding employee capabilities and values allow employers to focus on the areas in which an employee requires support the most.

Explorance is not only offering technological solutions. Explorance goes deeper. With its independent consulting business unit, Explorance partners every step of the way to put clients on the road to success.

Explorance can provide a proven methodology if that's what a client needs. Alternatively, Explorance can adapt to the client's framework of choice. If a client needs customized services such as developing leadership strategies, coaching managers on how to engage employees or ensuring employees' retention, Explorance's consulting services can work closely with key executives based on the measurement indicated by its solutions.

Explorance Suite of People Insight Solutions

Explorance provides a comprehensive software suite, and associated expert-based services, to support personal growth, and organizational agility through the convergence of the employee experience, and talent effectiveness.

Blue – The People Insights Platform

Blue is a holistic people insights platform built to handle all central and major organizational feedback gathering initiatives, from measuring the candidate experience to 360 assessments to engagement studies and ongoing targeted pulses. Through best-in-class integration, powerful automation and a robust reporting engine, Blue ensures each organization not only captures employee feedback but also turns it into the best possible decision support insight.

Many companies have multiple solutions for these applications that could potentially increase the long-term costs, not just in the solutions themselves. Explorance follows an ecosystem approach where all the required functions are integrated into one platform. The data is analyzed across the various stages of the employee journey, making it easy to look across data sets and analyze things cross-functionally.

MTM – The Learning Effectiveness Solution

MTM helps organizations continually measure, evaluate and maximize the impact of their learning investment to drive business impact. MTM is focused on helping clients increase the impact of their investment in developing people with a scalable approach that enables continuous improvement and their ability to effectively share their story of value. Explorance helps organizations to better manage their L&D functions informing and driving actions to improve development programs and align them to business strategic imperatives.

Fully Automated Platform with Powerful Benchmarks

Consistent use of the SmartSheet methodology for over 18 years has enabled Explorance's clients to rely on relevant benchmarking at the level of every SmartSheet question. This is the only source of effectiveness and impact benchmarks in the industry. Explorance's clients can slice and dice their results against benchmarks based on industry, course type, geography, etc., so they can make their analysis their own toward internal or external benchmarks.

BlueML – The Comment Analysis Solution

BlueML is a specialized machine learning platform focused on the employee journey. Proprietary machine learning models for employee experience, talent effectiveness, sentiment and recommendation will accurately consume and analyze solicited and unsolicited comments.

BlueML models are based on millions of real employee responses and scenarios, so organizations get something that is scalable over time and gives them the richest insights possible to support actions improving their biggest talent decisions.

Each BlueML model allows companies to extract detailed interpretations from employee text comments by correlating themes with categories, behaviors, sentiments and recommendations. They can break down comments analysis by any criteria (business unit, age, gender, etc.) to get a more accurate view of what employees are honestly saying. Companies can also go beyond sentiments to identify if employee comments relate to key HR themes to better understand common topics and trends. With BlueML's attrition indicator, businesses can get ahead of any issues before it is too late.

Screenshots

Figure 1: People Insight Solutions

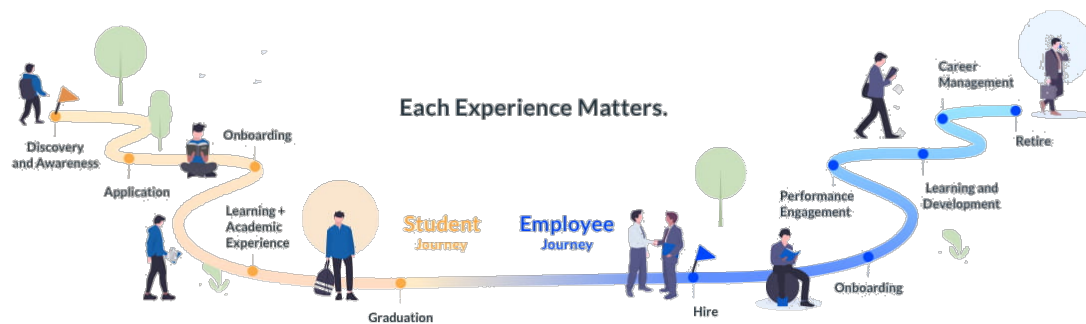


Figure 2: People Insight Solutions Framework

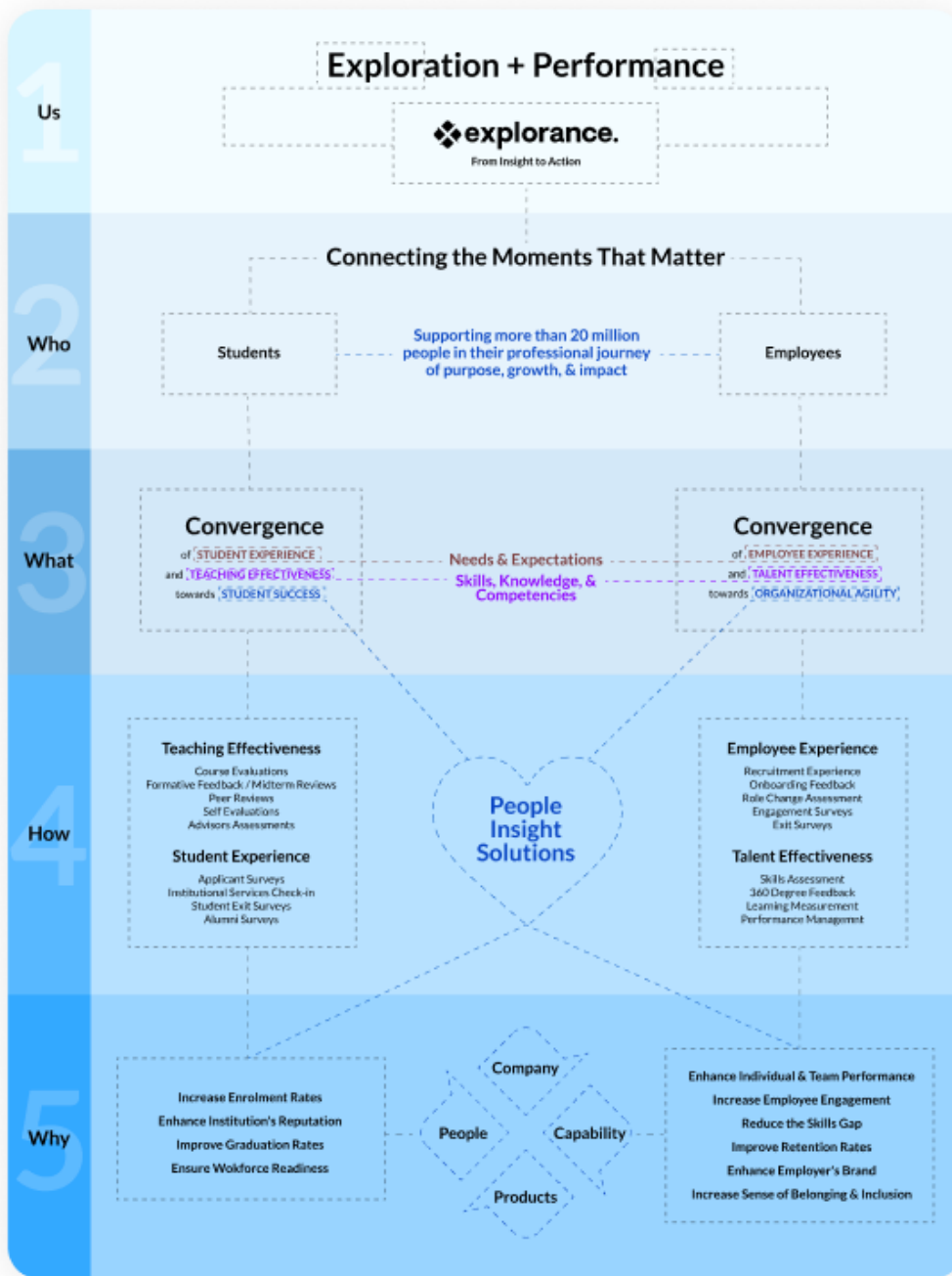


Figure 3: Blue

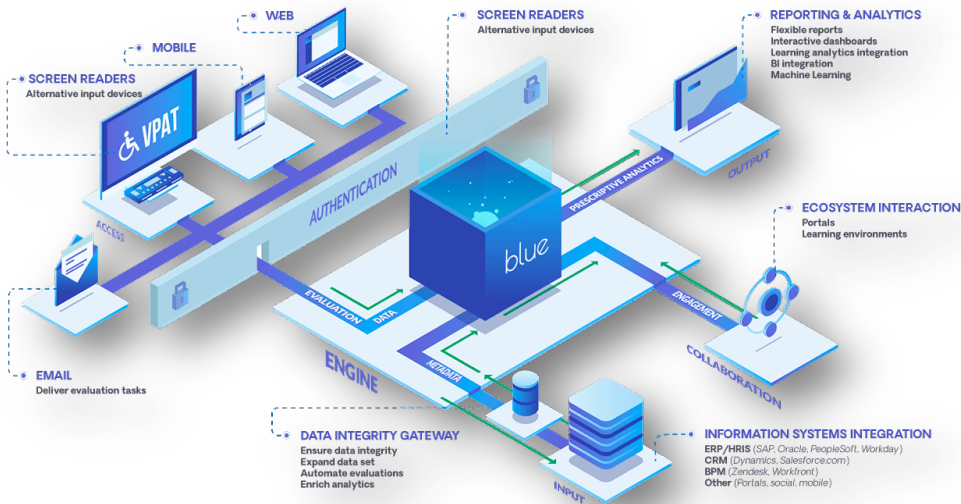


Figure 4: MTM

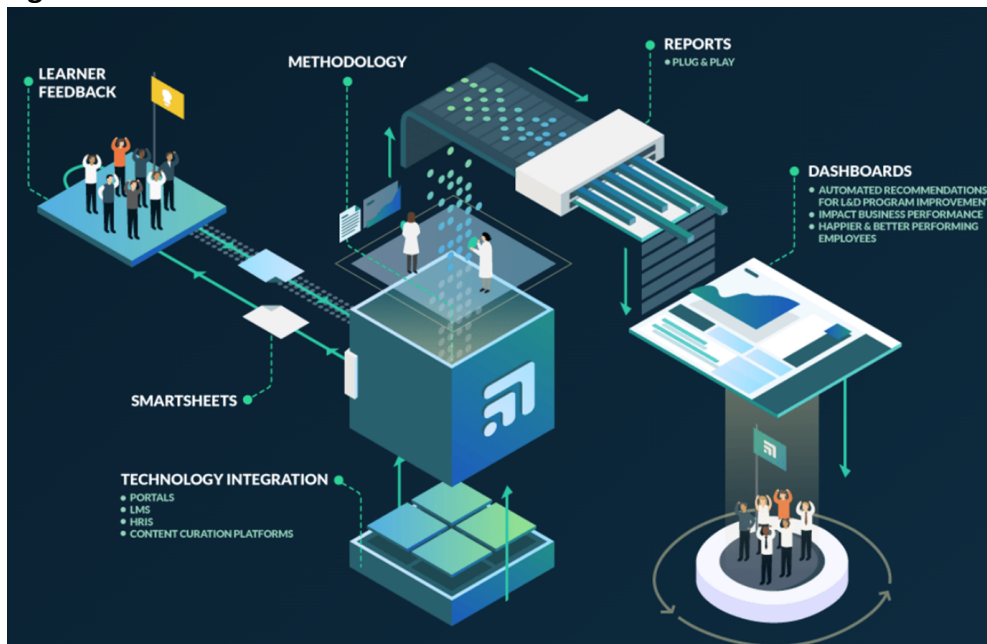
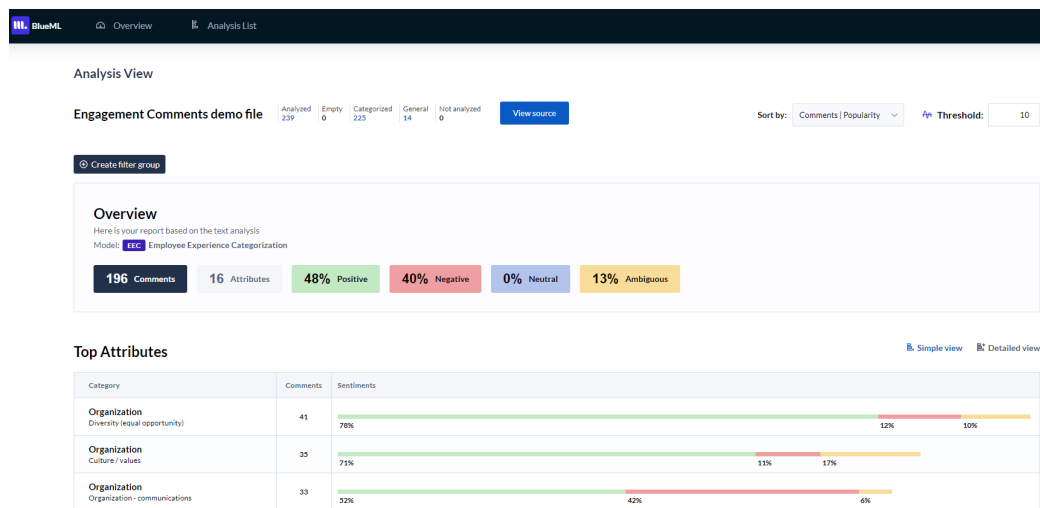


Figure 5: BlueML



All screenshots provided by Explorance

Analysis by Brandon Hall Group

Situational Analysis

All organizations are focused on employee engagement. Its importance has only grown during the disruption of the past two years. Many employers have committed themselves more than ever before to listening to employees and fostering engagement and considering employee wellbeing as a driver of individual and organizational performance, according to Brandon Hall Group research.

Challenges to the Business

However, most employers are not really tuned in to what employees experience every day and the collective impact it has on their productivity, performance and engagement. Employers need more than data from listening to employees. They need insights into what employees are experiencing so they can make better people decisions to drive engagement and retain top talent.

Implications for the Business

Organizations that can't get a strong understanding of what their employees are experiencing and the challenges they face are at a competitive disadvantage. Leaders must gain insights on employee experience that enables them to make better decisions that will drive engagement, productivity, innovation and talent retention.

Questions to be Answered by the Business

- Are we listening to our employees through engagement surveys and other means often enough?
- Are we using the insights we do have to take actions to drive engagement and performance across the organization?
- Do we provide our managers with the tools and support they need to collaborate with employees and engage them in ways that lead to improved individual, team and organizational performance?
- Can we move fast enough to create change in the organization to meet the needs of the business, employees, customers and all stakeholders?

Explorance as the Answer

Explorance's two employee experience solutions – Metrics that Matter (MTM) and Blue -- can deliver a range of insights that is hard to beat in the market. Organizations that are serious about improving talent decisions should give serious consideration to Explorance.

Explorance takes employee listening to a higher level by leveraging employee data to help organizations develop workforce capabilities that create organizational agility. With Explorance, you get employee insights to drive performance and build a future-ready workforce.

MTM is an important differentiator because its ability to benchmark provides a bright line on what other organizations have done, which provides context on how your challenges are different or similar to other companies of your size or within your industry. Then, Blue's listening and feedback tools provide you with a better understanding of what your employees are experiencing across the enterprise so you can make sound people decisions and improve your talent strategies.

Blue's machine learning-powered capabilities connect to any type of data – from Glassdoor to eLearning surveys and anything in between – and generate recommendations, alerts and insights at scale. It can take, for example, 900 or more lines of employee comments and streamline them into less than 20 lines that also include recommendations for actions.

Brandon Hall Group research shows that almost half of organizations (46%) are ready for AI- and ML-driven technology to replace decision-making by humans. Explorance has a long track record of excellence and a unique set of tools that collects data, shows how you compare to other organizations or industries, and provides recommendations for moving forward.

Another Explorance differentiator is its long-term relationships. Many customers are in their second decade with Explorance and the relationships have expanded as the company has developed new solutions and customers' needs have changed. Explorance also benefits from its own culture of employee-centricity, evidenced by being named a best place to work in Canada.

Serving the higher education and the corporate enterprise markets – with customers ranging from Harvard, Princeton and Cal-Berkeley to Colgate-Palmolive, Microsoft and Abbvie, Explorance -- with 250% growth in the last four years -- is a leader in an increasingly crowded employee experience technology market. Their integrated solutions drive strong talent decision-making that can improve business outcomes.

-Claude Werder, Senior VP and Principal HCM Analyst, Brandon Hall Group

-Michael Rochelle, Chief Strategy Officer and Principal HCM Analyst, Brandon Hall Group

About Brandon Hall Group

With more than 10,000 clients globally and 28 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.



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