

# Solution Provider Profile

## Explorance

November 2024



Company At-a-Glance	
Name of Product/Offered	Blue, MTM, BlueML
Headquarters	Montreal, Quebec, Canada
Year Founded	2003
Geographic Coverage	Global (50 countries)
Top Customers	Abbvie, NASA, The World Bank, Korn Ferry, The University of North Carolina at Chapel Hill, University of California Berkeley,
Website	<a href="http://www.explorance.com">www.explorance.com</a>

### 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

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 stories 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.

### **MLY – The AI Platform to Capture the Authentic Voice of Your People**

MLY [mi-lee] is an AI platform that distills data-driven actionable feedback from massive amounts of unstructured communication – with machine learning (ML) models purpose-built for Higher Education, Human Resources, and Learning & Development.

MLY is the only AI platform purpose-built to address student and employee journeys. With three different models, MLY categorizes comments, reviews, and social posts into relatable terms.

MLY helps leaders drive impact by distilling feedback from employees' written communication, translating at scale what people have in their hearts and minds - into timely and actionable data-driven insights. MLY can provide:

- Topic-specific sentiment analysis. Get an accurate representation of a population's feeling (positive, negative, neutral), and the ability to dig into specific topics and themes.
- Bottom-up recommendations. Go beyond sentiment analysis with crowdsourced recommendations on what to start, continue, or stop doing.
- Alert models. Raises any sensitive topics that impact employee experience and require immediate attention.

MLY empowers organizations to listen inside and out by gathering insights not only from internal survey comments, but also from external channels, such as reviews or social posts. This way, MLY provides the capability to distill actionable feedback directly from

the authentic voice of your people, without the filters and constraints of survey questionnaires. MLY can analyze:

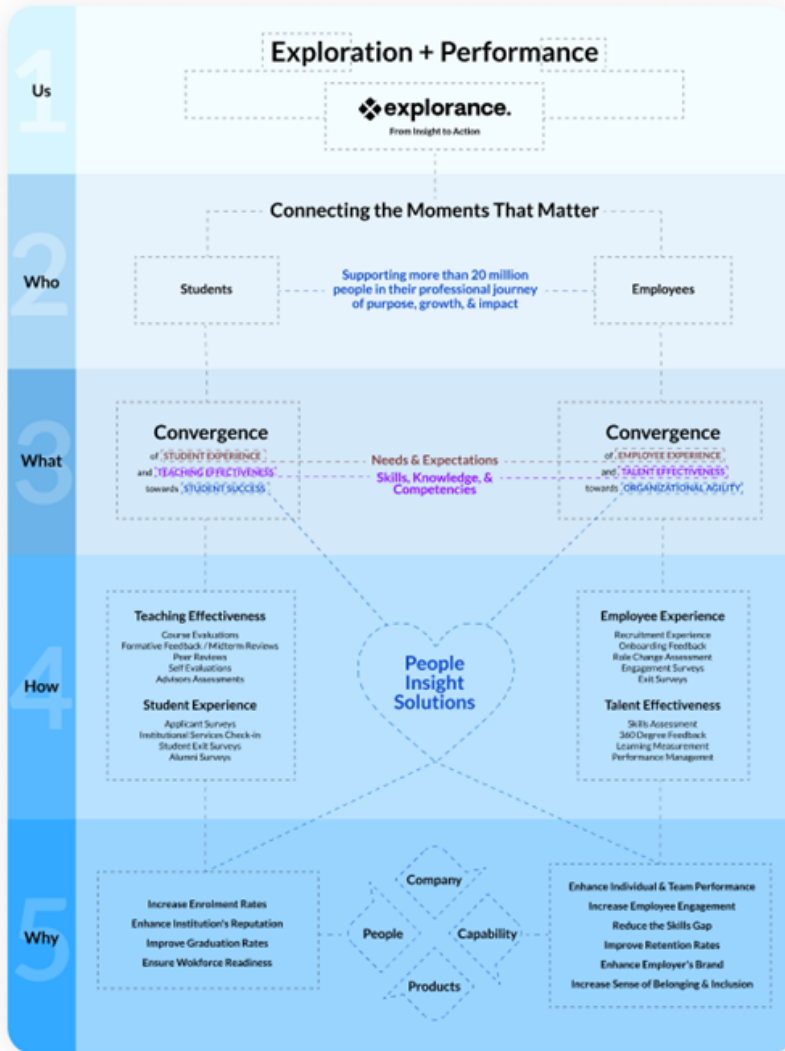
- Open-ended comments in surveys
- Reviews on external websites
- Posts on social media

## Screenshots

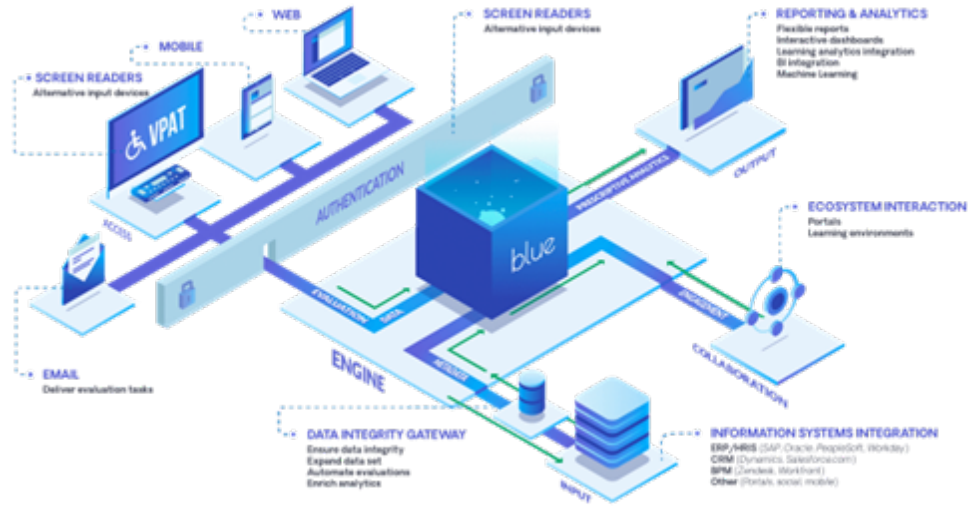
Figure 1: People Insight Solutions



Figure 2: People Insight Solutions Framework



**Figure 3: Blue**



**Figure 4: MTM**

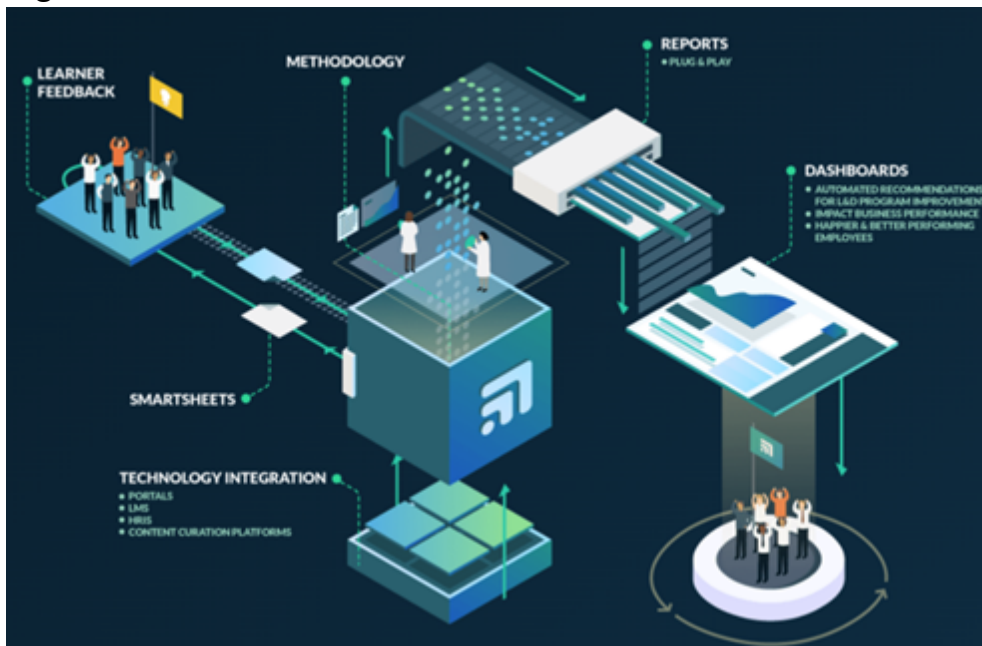
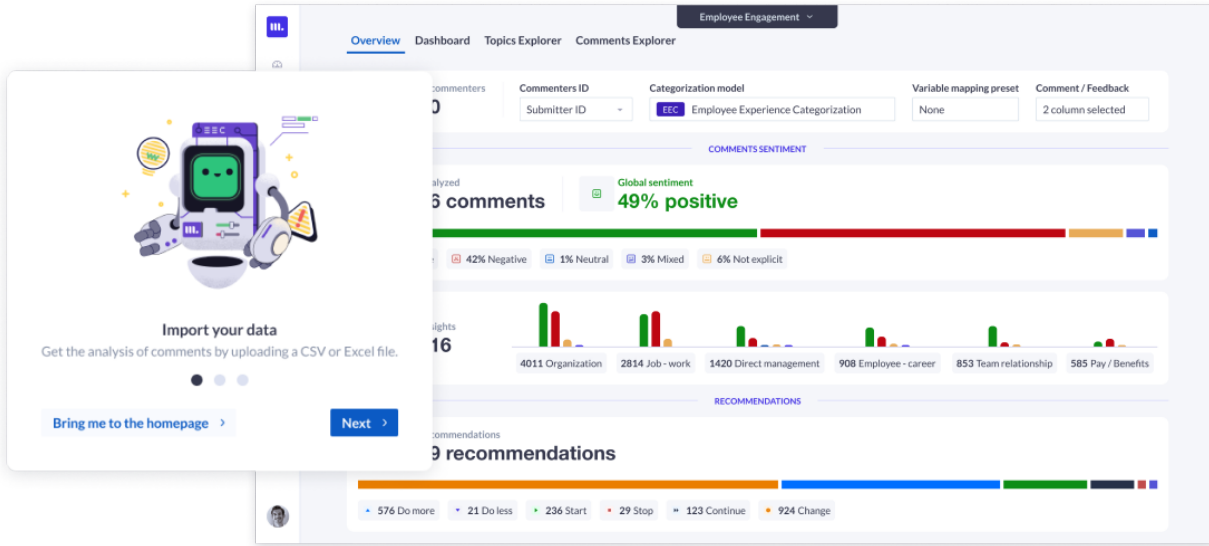


Figure 5: MLY



All screenshots provided by Explorance

## **Analysis by Brandon Hall Group™**

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### **Situational Analysis**

All organizations are focused on employee engagement. Its importance continuously growing. 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 into employee experience that enable 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 able to identify scrap learning and improve the effectiveness of L&D offerings to drive employee and organizational performance?
- 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 organizational change to meet the needs of the business, employees, customers and all stakeholders?

## Explorance as the Answer

Explorance's comprehensive approach to feedback management enables organizations to gain a complete understanding of their stakeholders' experiences, facilitating the identification of strengths, weaknesses, and opportunities for improvement.

The company has shown an unwavering commitment to user experience and data security. The platform features an intuitive interface coupled with sophisticated reporting capabilities, making it accessible and valuable for administrators, instructors, and learners alike. This emphasis on usability is complemented by stringent data security measures, ensuring that sensitive information remains protected and compliant with industry regulations.

The platform's strategic advantages are further enhanced by its ability to automate feedback collection and analysis, significantly reducing administrative burden while providing customizable options to meet diverse organizational needs.

What truly sets Explorance apart is its human-centric approach and deep expertise in talent development. The platform prioritizes understanding and responding to the unique perspectives of learners and employees, fostering increased engagement and satisfaction. This focus is supported by extensive experience across various industries, enabling Explorance to provide tailored solutions that address specific organizational challenges.

The company's commitment to continuous innovation and community building is evident through its investment in research and development, which led to the release of MLY, an AI platform that enables organizations to understand the bigger picture of what is going on in the organization. As organizations continue to increase in complexity, this is a tool all organizations need.

Through its multifaceted approach to insights management, Explorance has become an invaluable partner for organizations committed to fostering a culture of continuous improvement and achieving their learning and development objectives. The platform's ability to transform feedback into actionable insights, combined with its focus on security, customization, and community engagement, creates a comprehensive solution that addresses the complex needs of modern organizations.

### **Contribution Team:**

Claude Werder, Michael Rochelle, Mike Cooke, Rachel Cooke,  
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# About Brandon Hall Group™

With more than 10,000 clients globally and more than 30 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.

## Professional Certifications

Self-paced certification programs. Virtual group sessions for companies. In-person conferences and summits.

## Excellence Awards

Three annual programs recognize the best organizations that have successfully deployed programs to achieve measurable results.

## Membership

Individual and Enterprise Membership options: Includes research assets, advisory support, a client success plan and more.

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Custom research projects, including surveys, focus group interviews and organizational needs assessments for transformation, technology selection and strategy.



### ENTERPRISE EXCELLENCE CERTIFICATION PROGRAM

Recognizes the best HCM programs that transform their organization and achieves breakthrough results. This designation is a step above the HCM Excellence Awards® which focuses on one program within a company. Enterprise Excellence is a hybrid of award winners who are also members.

### SMARTCHOICE® PREFERRED PROVIDER PROGRAM

Uniquely places HCM service and technology companies at the top of organizations' consideration list of vendors. It adds an unmatched level of credibility based on BHG's thirty-plus years of experience in evaluating and selecting the best solution providers for leading organizations around the world.

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