ROLLING ARRAYS

Top 5 Employee Experience Platforms for SAP SuccessFactors Users

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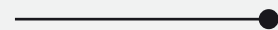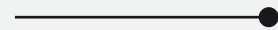Employee experience has become a top priority for organisations worldwide as the war for talent intensifies and the pace of change accelerates. Companies realise that their success depends on their ability to attract, retain, and engage top talent.

The employee experience is employees' overall perception and attitude towards their work and their organisation. It encompasses all aspects of an employee's interactions with their employer, including the physical and virtual work environment, the tools and technologies they use, the support and guidance they receive, the relationships they have with their colleagues and managers, and the opportunities for growth and development.

The rise of the gig economy and the increasing prevalence of remote work have blurred the lines between work and life, making the employee experience more critical than ever. In addition, the COVID-19 pandemic has also highlighted the importance of employee well-being and mental health.

As a result, organisations realise the need to prioritise the employee experience to support their workforce's physical and psychological health.

A positive employee experience can increase job satisfaction, motivation, and engagement, which can drive better business outcomes such as higher productivity, innovation, and customer satisfaction. It can also foster a culture of innovation and continuous learning, enabling employees to be more agile and adaptable while creating a sense of connection and community, regardless of where employees are located.

A negative employee experience, on the other hand, can lead to high turnover, low morale, and decreased performance. Therefore, organisations must create a positive employee experience to attract and retain top talent and drive business success.

How to improve employee experience

There are many ways to improve employee experience, and the specific actions that an organisation takes will depend on its unique needs and circumstances. However, here are some general tips and best practices for improving the employee experience:

Listen to employees

The first step in improving the experience is understanding what employees value and their needs and concerns. This can be done through surveys, focus groups, and other feedback forms.

Invest in training and development

Employees value opportunities for growth and development, and providing access to training and development can improve their experience and retainment. Therefore, offer various training programs and professional development opportunities relevant to employees' roles and interests, and ensure they are accessible and affordable.

Prioritise the physical and virtual work environment

The physical and virtual environments in which employees work can significantly impact their experience. Ensure the workspace is comfortable, ergonomic, and conducive to productivity. Provide the tools and technologies that employees need to do their jobs effectively, and ensure that they are easy to use and supported by training and documentation.

Support work-life balance

Achieving a healthy work-life balance can be challenging, especially in today's fast-paced, technology-driven world. Help employees achieve a better balance by offering flexible work arrangements, encouraging healthy habits, and providing resources and support for managing stress and mental health.

Foster a positive culture

An organisation's culture can significantly impact the employee experience. A positive, inclusive culture that values diversity, creativity, and collaboration can improve morale and engagement. Encourage open communication, recognition, and collaboration, and provide opportunities for employees to get to know each other and work together on meaningful projects.

Use an Employee Experience platform

Employee experience tools can facilitate communication and collaboration between employees, enabling them to share information and work together more effectively.

What to look out for in an Employee Experience platform

An employee experience platform is designed to support employees throughout their entire employment journey, from when they apply for a job until they leave the company and beyond.

When shopping for an employee experience platform, there are a few key things to look out for to ensure that you find a product that meets the needs of your organisation and your employees:

Quality of Pre-built content

Pre-built content that has been thoroughly researched and validated by experts such as people scientists and organisational psychologists can be extremely beneficial to organisations because it ensures that the right questions are asked in the right way, generating actionable insights and enabling the development of strategic programmes based on consistent signals from employee responses. This is the actual value of an employee experience platform, as it enables organisations to collect and act on facts rather than relying on unimportant rumours.

Some pre-built content includes

New hire survey	This survey is typically administered to new employees during the onboarding process to gather feedback about their experiences and perceptions of the company. Questions may focus on the recruitment and onboarding process, their understanding of their role and responsibilities, and their overall impressions of the company.
Employee engagement survey	This is a tool used by organisations to measure and assess their employees' level of engagement and satisfaction. These surveys typically include a range of questions designed to gauge employee engagement, such as job satisfaction, commitment to the company, and alignment with company values. The results of an employee engagement survey can be used to identify areas of strength and weakness in the employee experience and to inform HR policies and initiatives designed to improve employee engagement and satisfaction. Engagement surveys can be administered regularly, such as annually or quarterly, to track changes in employee engagement over time and identify areas for improvement.
Exit survey	This type of survey is typically administered to employees leaving the company to gather feedback about their experiences and perceptions of the company. Questions may focus on their overall satisfaction with the company, their experiences with performance management, development and training, collaboration and communication, and any suggestions they have for improvement.
Pulse Survey	This type of survey is typically administered to employees leaving the company to gather feedback about their experiences and perceptions of the company. Questions may focus on their overall satisfaction with the company, their experiences with performance management, development and training, collaboration and communication, and any suggestions they have for improvement.

NPS Survey	A measure of employee satisfaction and engagement. In this case, employees are asked to rate their likelihood of recommending the company as a place to work to a friend or colleague. The results of an NPS survey can be used to identify areas for improvement and to track changes in employee satisfaction over time.
360 Survey	A 360 survey, also known as a 360-degree feedback survey, is a type of evaluation tool that gathers feedback from a wide range of sources to provide a comprehensive view of an individual's performance, skills, and behaviours. In a 360 survey, feedback is gathered from multiple sources, including the individual being evaluated, their manager, colleagues, and sometimes even customers or clients. The input is typically collected through a series of questions designed to assess the individual's performance, such as leadership skills, communication abilities, and problem-solving skills.
Manager Effectiveness Survey	Used to assess the performance and effectiveness of managers within an organisation. These surveys typically include a range of questions designed to measure different aspects of a manager's performance, such as leadership, communication, and problem-solving skills. The surveys may be administered to employees who report directly to the manager and other stakeholders, such as the manager's peers and superiors.
Diversity and Inclusion Survey	Typically include a range of questions designed to measure different aspects of diversity and inclusion, such as the representation of diverse groups within the organisation, the level of inclusivity and respect within the workplace, and the effectiveness of the organisation's D&I initiatives. The surveys may be administered to all employees, or they may be targeted to specific groups, such as underrepresented minorities or LGBTQ+ employees.

Dashboard

Data is only helpful if it can be easily interpreted and presented. There should be actionable dashboards that collect data across different areas and show insights based on general industry benchmark data.

Ease of use

It's essential to choose a product that is easy to use and navigate so your employees can adopt it quickly and easily.

Scalability

If you have a large organisation or expect your employee base to grow in the future, choosing a product that can scale to meet your needs is essential.

Integration

Look for a product that can integrate with other tools and systems that you use, such as your HRIS or payroll system, to ensure a seamless user experience.

Support

Choose a product that offers good customer support and training resources to get help if you need it.

5 Recommended Employee Experience tools for SAP SuccessFactors

There are several employee experience tools on the market. To help you begin your research, we've highlighted the following products based on decades of experience dealing with SAP SuccessFactors and their users.

QUALTRICS
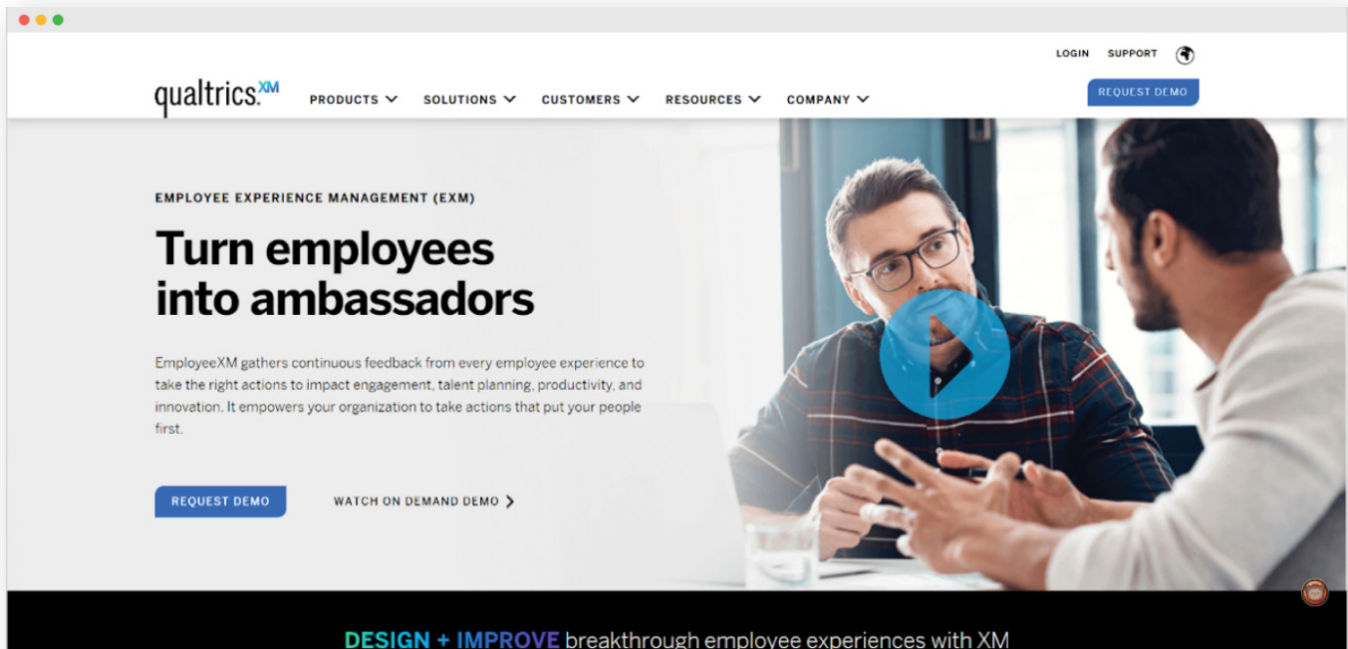
Headquartered: Provo, UT and Seattle, WA
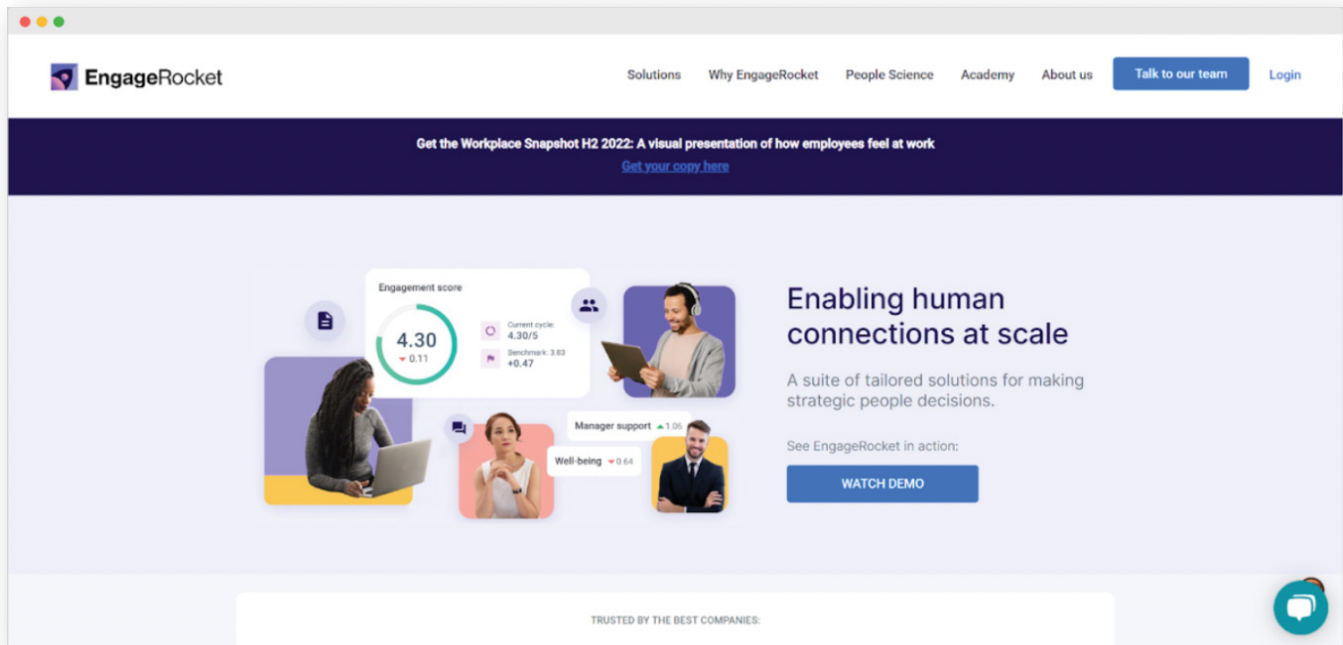**Founded:** 2002
Company Size: 6,166
Total Funding: Series C US $180M

Qualtrics is a leading experience management software provider, helping organisations gather, analyse, and act on customer, employee, and market insights. With a powerful and intuitive platform, Qualtrics enables organisations to improve customer satisfaction, employee engagement, and brand loyalty. Over 11,000 customers use the company's products across various industries. Qualtrics is headquartered in Provo, Utah, and has offices worldwide.

Unique feature: EX25 - a new framework designed to help employers regularly listen to their employees, featuring 25 key drivers that impact every employee's workplace experience. EX25 is built into Qualtrics EmployeeXM™, the leading product for employee experience management. It helps employers adapt to their employees' evolving needs and priorities and take action to improve employee engagement and retention. By delivering a standard framework to measure the employee experience, EX25 gives employers the confidence to make more informed decisions about what will keep their employees satisfied at work and attract top talent. Employers can also customise this framework to determine how often they need to ask employees for their feedback.

ENGAGE ROCKET

**Headquartered:** Singapore
Founded: 2016
Company Size: 37
Total Funding: $3.2M

EngageRocket is the leading Asian people analytics solution provider that helps leaders and organisations make better people decisions using real-time data. They automate employee feedback and analytics to deliver management insight that improves employee experience and performance. EngageRocket now serves more than 20 industries across 16+ countries and has analysed four million responses in several Asian languages.

Unique feature: An Employee Experience (EX) Value Calculator lets you see the potential dollar value your organisation can gain by improving on your EX. It allows organisations to input data about the costs of implementing employee experience initiatives, such as training programs or employee engagement initiatives, and the expected benefits, such as improved retention or productivity. The calculator then estimates those initiatives' potential return on investment (ROI).

CULTURE AMP
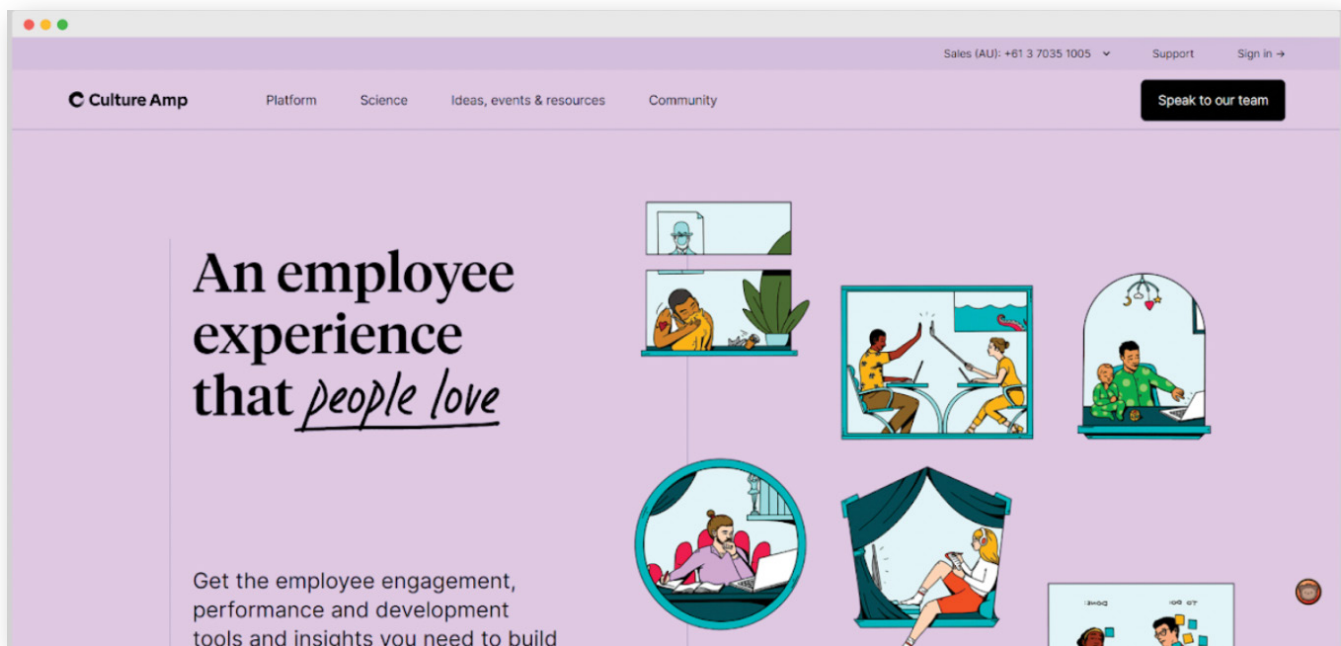
Headquartered: Richmond, Victoria
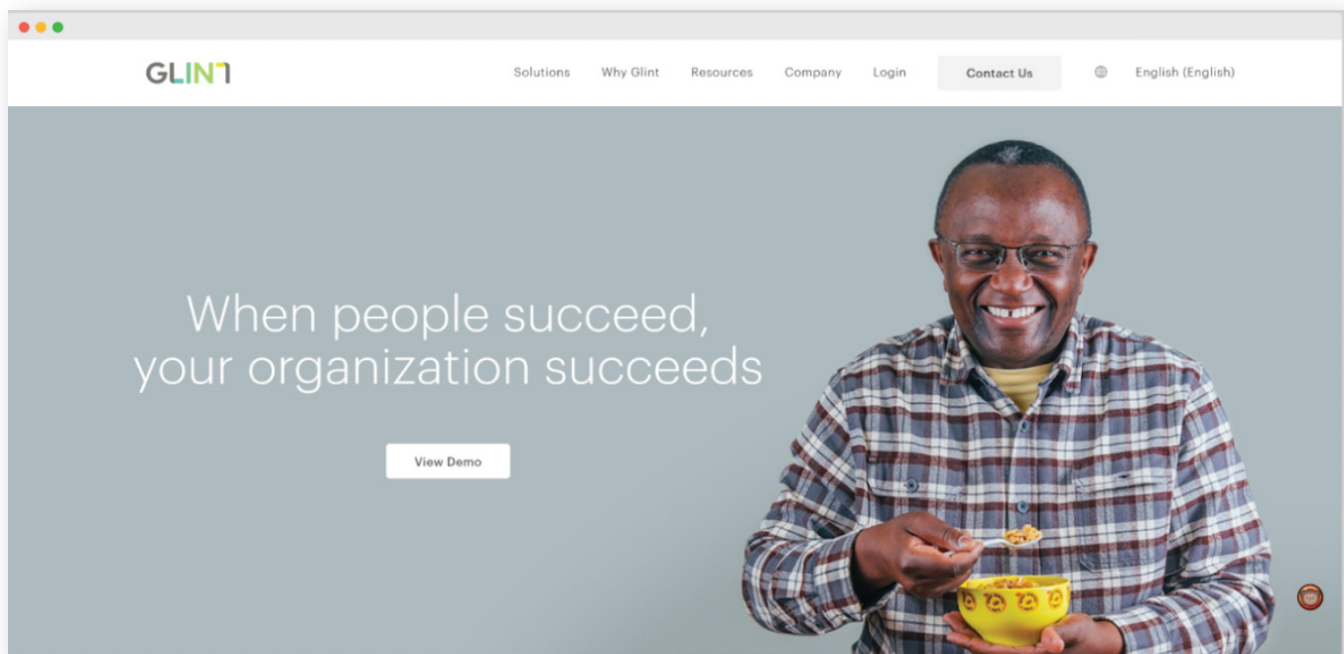
Founded: 2010

Company Size: 1,049

Total Funding: $257.5M

Culture Amp empowers companies of all sizes and industries to transform employee engagement, develop high-performing teams, and retain talent. As a result, the most innovative companies, such as Salesforce, Unilever, PwC, KIND, SoulCycle, and BigCommerce, depend on Culture Amp daily. Culture Amp is backed by 11 years of innovation, leading venture capital funds, and offices in the U.S., U.K., and Australia.

Unique feature: Culture Amp employee journey map is a visual representation of the various stages and experiences an employee goes through during their time with an organisation. It is designed to help an organisation understand and improve the employee experience, to foster a positive and productive work culture.

GLINT

Headquartered: Mountain View, California
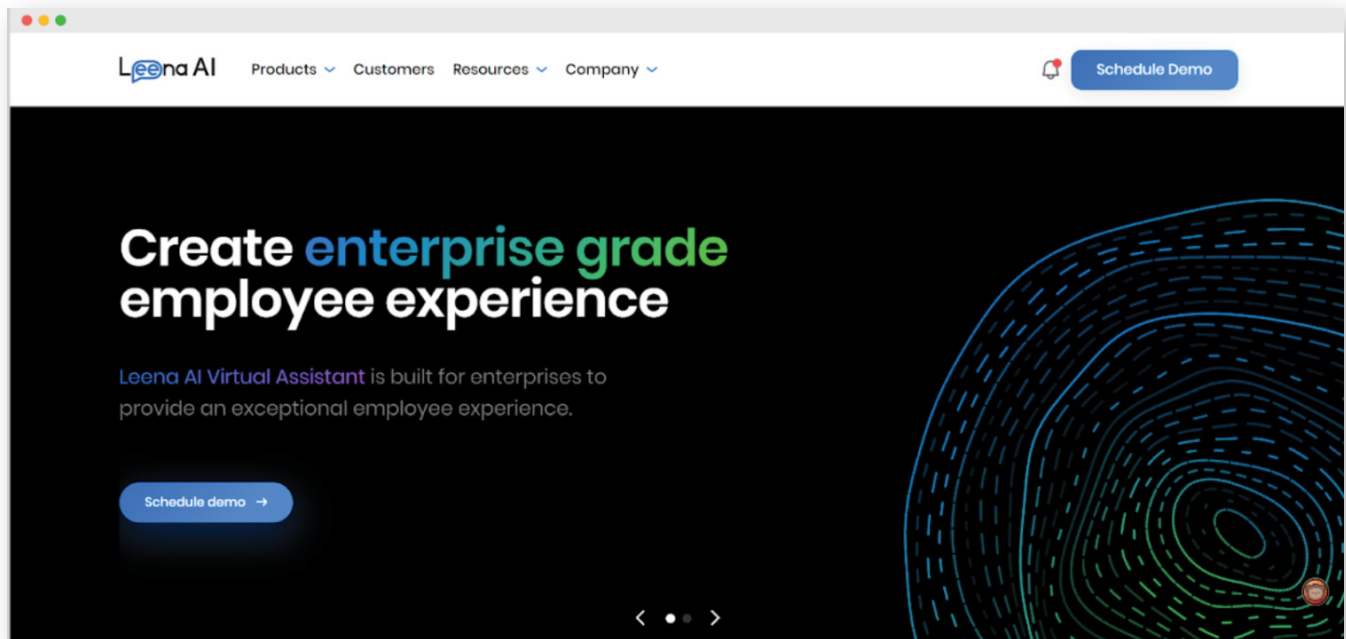
Founded: 2013

Company Size: 105

Total Funding: $79.5M. Acquired by LinkedIn in November 2018

Glint was acquired by LinkedIn in November of 2018, creating a partnership that will allow them to deliver even greater innovation and value to its customers. The Glint platform is deployed in over 150+ countries, supports over 50 languages, and serves customers from 100 employees to over 250,000. Their customers span all industries and include leading companies like E*TRADE, United Airlines, Intuit, Spectrum Health, Chevron, and hundreds more.

Unique feature: A Glint employee journey map represents an employee's various stages and experiences while working for a company. It is intended to assist an organisation in understanding and improving the employee experience to foster a positive and productive work culture.

LEENA AI

Headquartered: New York City

Founded: 2018

Company Size: 352

Total Funding: Series B. US$ 30M

With Leena AI, organisations can eliminate the need for employee-centric teams to work on tasks such as answering policy-related questions and generating employee documents on demand. They enable organisations to listen to their employees proactively and take real-time action to enhance employee engagement. Today, they have 350+ customers, including Nestlé, Puma, AirAsia, Coca-Cola, Lafarge, Holcim and Abbott, where millions of employees transact daily.

Unique feature: Leena AI has a chatbot interface that allows platform that allows employees to interact with the employee experience platform via a chatbot. Leena AI chatbots can automate employee interactions by answering frequently asked questions, providing information or assistance, or collecting feedback. They can also be integrated with other business systems and tools, such as customer relationship management (CRM) software or knowledge management systems, to provide more comprehensive and personalised support.

Conclusion

In conclusion, many employee experience software options are available today, each with unique features and capabilities. By carefully considering your organisation's needs and goals, you can select the product that best meets your needs and helps you drive meaningful results.

The top 5 employee experience software recommendations outlined in this whitepaper offer a diverse range of capabilities and price points. They can be tailored to fit the needs of organisations of all sizes. We hope this information has been helpful in your search for the right employee experience software for your organisation.

Are you interested in seeing how Rolling Arrays can help improve employee experience and drive better engagement?

Get in touch   hellosf@rollingarrays.com

ROLLING ARRAYS

Driving HR Transformation Since 2009

SAP Gold Partner

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