Employee Experience Management (EXM) Platforms – Technology Vendor Compendium 2022

June 2022: Complimentary Abstract / Table of Contents

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Background and scope of the research

Today's workforce is distributed across geographies and is a mix of generations. There is a paradigm shift from the conventional way of working and the traditional workplace. These shifts come with inherent challenges that have been amplified in light of the pandemic across the world. It has, therefore, become even more crucial than ever for organizations to closely monitor the experiences of their employees and take necessary steps to improve wherever needed at each step of the employee life cycle. The way organizations think about the voice of employees and Employee Experience (EX) has evolved significantly. To address these needs, traditional ways of collecting feedback are not going to suffice. Enterprises need to follow an agile and holistic approach to collect feedback and take action accordingly.

Enterprises globally are trying address the challenges of understanding and enhancing EX. Employee Experience Management (EXM) platforms are one way to do so and can make this task easier for the various enterprise stakeholders (e.g., senior leaders, HR business partners, and team managers) and can empower them to take quick actions based on the insights generated after analyzing the collected data. These platforms are evolving rapidly due to increased investment and traction in this domain, and vendors continue to upgrade the capability of their platforms. The vendors are trying to provide a fitting solution to cater to the EX needs of enterprises.

In this research, we present an assessment and detailed profiles of EXM platforms vendors featured on the EXM platforms products PEAK Matrix®. Each vendor profile provides a comprehensive picture of its product focus, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for the calendar year 2022, interactions with leading EXM platforms vendors, client reference checks, and ongoing analysis of the EXM platforms market.

This report includes the profiles of the following 17 leading EXM platforms vendors featured on the EXM platforms PEAK Matrix:

- **Leaders:** Medallia and Qualtrics
- **Major Contenders:** Achievers, Culture Amp, InMoment, Leena AI, Perceptyx, Quantum Workplace, StandOut® powered by ADP®, Survale, Workday Peakon Employee Voice, WorkTango, and WTW
- **Aspirants:** Joyous, Moodtracker by Workhuman, Remesh, and Talmetrix

Scope of this report

Coverage
Across all industries, geographies, and buyer segments
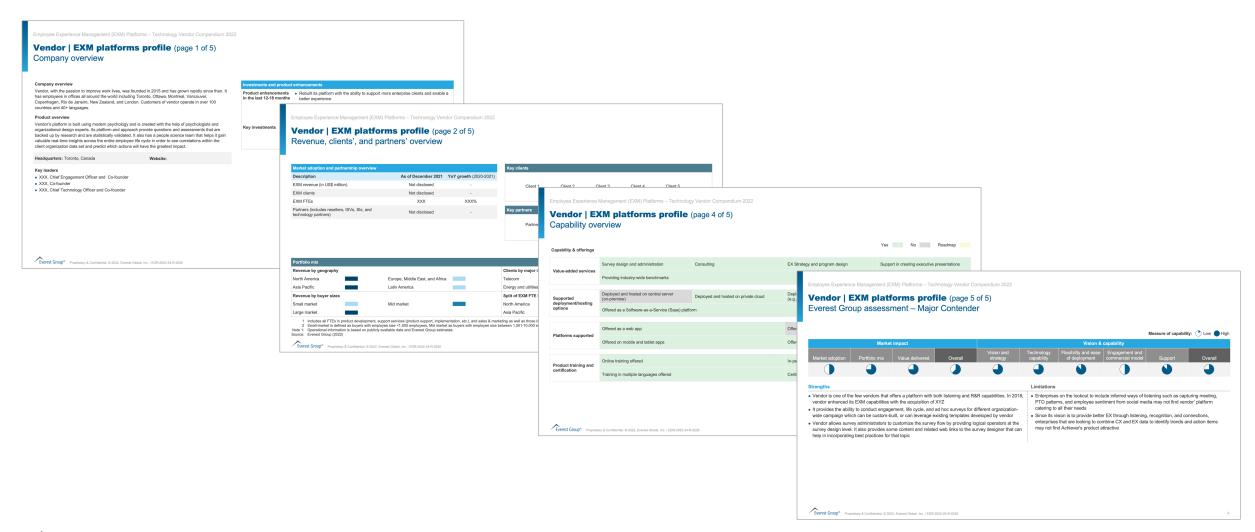
Vendors
Coverage across 17 EXM platforms vendors that help enterprises to listen to employee feedback, surface key insights, and provide the capability to act and enhance employee experience

Assessment
Assessing EXM platforms available in the market for independent licensing. Operational information and product information as of December 2021

The study provides detailed view of vendors' EXM offerings & capabilities as well as key strengths and limitations | Snapshots to illustrate the depth of report

Research calendar
Human Resources Outsourcing (HRO)

Reports title	Release date
A Buyer's Guide to Digital Adoption Platforms (DAPs)	December 2021
Digital Adoption Platform (DAP) – State of the Market Report 2022	December 2021
Shift Toward an Employee-centric Payroll: Multi-country Payroll (MCP) Solutions State of the Market Report 2022	January 2022
Future of Work Series | Reimagining Workforce and Workplace Mechanics: Who Will Do the Work?	February 2022
Employee Experience Management (EXM) Platforms PEAK Matrix® Assessment 2022	March 2022
Multi-Process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2022	March 2022
Navigating Change with Technology for Better ROI	May 2022
Multi-Process Human Resources Outsourcing (MPHRO) Service Provider Profile Compendium 2022	June 2022
Employee Experience Management (EXM) Platforms – Technology Vendor Compendium 2022	**June 2022**
Employee Experience Management (EXM) State of the Market Report 2022	Q2 2022
Multi-Process Human Resources Outsourcing (MPHRO) Annual Report 2022	Q2 2022
Achieving 360-Degree Digital Adoption (Tentative title)	Q2 2022
Learning Experience Platforms (LXPs): Going Beyond the Learning Mandate (Tentative title)	Q2 2022
Learning Experience Platforms (LXP) PEAK Matrix® Assessment 2022 with Technology Vendor Landscape	Q3 2022
Learning Experience Platforms (LXP) Technology Vendor Profile Compendium 2022	Q3 2022

Note: Click to see a list of all of our published HRO reports.

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