

Employee Experience Management (EXM) Platforms – Provider Compendium 2023

November 2023: Complimentary Abstract / Table of Contents



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For more information on this and other research published by Everest Group, please contact us:

Sharath Hari N, Vice President

Samarth Kapur, Practice Director

Pranay Singh Dhingra, Senior Analyst

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Background and scope of the research

The modern workplace is undergoing significant changes with the rise of work-from-home and hybrid structures, replacing traditional office-based setups. Additionally, enterprises have recognized the advantages of virtual operations including savings and are actively promoting this culture across regions. Hence, it has become difficult for HR professionals and decision-makers to understand the morale and experiences of their employees. The concept of Employee Experience (EX) and how organizations perceive the voice of their employees have undergone significant evolution. To effectively address these new needs, traditional methods of collecting feedback are no longer sufficient. Enterprises must adopt an agile approach to gather feedback and take appropriate actions based on the insights gained.

In response to the challenges of understanding and enhancing EX, many global enterprises are turning to EXM platforms, which assist various enterprise stakeholders (e.g., senior leaders, HR business partners, and team managers) and empower them to take quick actions based on the insights generated after analyzing the collected data. These platforms are evolving rapidly due to the increased investment and traction in this domain and providers continue to upgrade the capability of their platforms. The providers are trying to offer a fitting solution to cater to the EX needs of enterprises.

In this research, we present an assessment and detailed profiles of EXM platforms providers 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 2023, interactions with leading EXM platforms providers, client reference checks, and ongoing analysis of the EXM platforms market.

This report includes the profiles of the following 21 leading EXM platforms vendors featured on the [Employee Experience Management \(EXM\) Platforms – PEAK Matrix® Assessment 2023](#):

- **Leaders:** ADP, InMoment, Medallia, Perceptyx, and Qualtrics
- **Major Contenders:** Achievers, Culture Amp, Effactory, Forsta, Haiilo, Leena AI, Limeade, Peachy Mondays, Quantum Workplace, QuestionPro, Workday Peakon Employee Voice, WorkTango, and WTW
- **Aspirants:** CircleLytics, Survale, and Talmetrix

Scope of this report



Geography

Across all industries, geographies, and buyer segments



Providers

Coverage across 21 EXM platform vendors that help enterprises to listen to employee feedback, surface key insights, and provide the capability to act and enhance EX



Services

EXM platforms

Research calendar

Human Resources

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US State of the Market Report 2023	November 2022
Learning Experience Platforms (LXP) State of the Market Report 2023	December 2022
Fluid Payroll: Multi-country Payroll (MCP) Solutions State of the Market Report 2023	December 2022
Nine Employee Experience Solutions Enterprises Need – Is Surviving the Recession Enough?	March 2023
People Analytics Platforms	March 2023
Unlocking the Full Potential of Users Through Userization and DAPs	March 2023
Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment 2023	April 2023
Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2023	August 2023
Employee Experience Management (EXM) Platforms PEAK Matrix® Assessment 2023	August 2023
Digital Adoption Platforms (DAP) PEAK Matrix® Assessment 2023	September 2023
Employer of Record (EOR) Solutions PEAK Matrix® Assessment 2023	September 2023
Multi-Country Payroll (MCP) Solutions PEAK Matrix® Assessment 2023	October 2023
Multi-process Human Resources Outsourcing (MPHRO) Services – Provider Compendium 2023	November 2023
Employee Experience Management (EXM) Platforms – Provider Compendium 2023	November 2023
Digital Adoption Platforms (DAP) – State of the Market 2023	Q4 2023

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Research calendar

CX Excellence

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Provider Snapshot CGI Group	January 2023
Provider Snapshot Accenture	March 2023
Press Play on Player Experience: Level up Beyond Game Design	April 2023
Africa on the Rise: The Next Frontier in Customer Experience Management (CXM)	April 2023
Contact Center-as-a-Service (CCaaS) PEAK Matrix® Assessment 2023	May 2023
Engaging Customers in the Metaverse: A Guide for Converting Fantasy into Reality	May 2023
Talent Demand Trends India IT Services – H2 2022	May 2023
Generative AI: The New Age of Artificial Intelligence	May 2023
Employee Experience Management (EXM) Platforms – PEAK Matrix® Assessment 2023	August 2023
Playing to Win: Transforming Agent Experience with Gamification	October 2023
Talent Demand Trends India IT Services – H1 2023	September 2023
Employee Experience Management (EXM) Platforms – Provider Compendium 2023	November 2023
Harnessing the Combined Power of Generative AI and Conversational AI for Superior Customer Experience	Q4 2023
Achieving Digital Customer Experience Management's (CXM) Full Potential with the Generative AI Revolution	Q4 2023

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Stay connected

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-214-451-3000

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