



Candidate Engagement and Experience Platforms PEAK Matrix[®] Assessment 2024 – Permanent Talent Acquisition and Contingent Talent Acquisition

December 2024: Complimentary Abstract / Table of Contents

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Introduction

The talent market has undergone significant fluctuations over the past five years, influenced by various economic and social factors. The volatility in the talent market has intensified the need for robust talent acquisition technology solutions that can adapt to shifting conditions and support hiring objectives. This phenomenon applies equally to the talent acquisition of both permanent and contingent candidates, reflecting a comprehensive approach to workforce planning. Consequently, there has been a significant rise in the platforms that are specifically designed to attract, source, and screen both permanent and contingent candidates while effectively engaging with the candidates and providing them with an enhanced experience throughout the recruitment journey.

The candidate engagement and experience platforms are thus investing in capabilities to capitalize the enterprise demand and meet their expectations. They are investing in enhancing the engagement through AI-powered solutions, automated campaigns, and experience through personalized and customizable solutions. They continue to focus on developing intuitive UI/UX, both for the

candidates and recruiters, as well as building mobile optimized solutions.

This report examines the dynamics of the candidate engagement and experience platforms landscape from the lens of capabilities for permanent talent acquisition and contingent talent acquisition.

In this research, we focus on:

- Everest Group's Candidate Engagement and Experience Platforms PEAK Matrix® Assessment 2024 – Permanent Talent Acquisition evaluation, a comprehensive assessment of 28 candidate engagement and experience platforms focused on permanent talent acquisition technologies
- Everest Group's Candidate Engagement and Experience Platforms PEAK Matrix® Assessment 2024 – Permanent Talent Acquisition evaluation, a comprehensive assessment of 14 candidate engagement and experience platforms focused on permanent talent acquisition technologies
- Remarks on the key strengths and limitations for each platform

Scope of this report

Geography: global

Products: candidate engagement and experience platforms

Technology vendors: 30+ leading candidate engagement and experience platforms

Overview and abbreviated summary of key messages

This report examines the dynamics of the Candidate Engagement and Experience Platforms' provider landscape for Permanent and Contingent Talent Acquisition and the impact that platform providers have created in 2023-24. It gives an overview of the market and analyzes the areas where platform providers differentiate themselves.

Some of the findings in this report, among others, are:

Candidate Engagement and Experience Platforms PEAK Matrix® Assessment 2024 – Permanent Talent Acquisition

- Everest Group classifies 28 candidate engagement and experience platforms offering permanent talent acquisition capabilities on the Everest Group products PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants (arranged alphabetically below):
 - Leaders: Avature, Beamery, Eightfold.ai, Phenom, and Radancy
 - Major Contenders: findem, Gem, Gr8 People, hireEZ, hireHQ, iCIMS, Infinite BrassRing, Jobvite, Joveo, Lever, MapRecruit, SeekOut, Sense, SmartRecruiters, Symphony Talent, TalentRecruit, and WorkLLama
 - Aspirants: Appcast, BambooHR, Clinch, Greenhouse, SmartDreamers, and Veritone

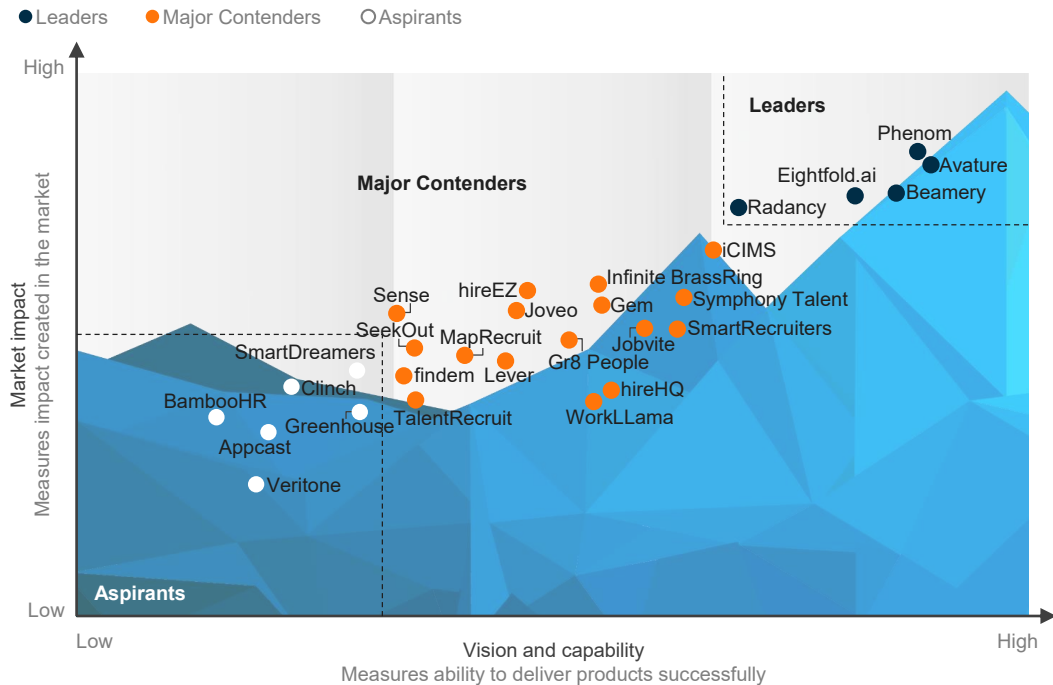
Candidate Engagement and Experience Platforms PEAK Matrix® Assessment 2024 – Contingent Talent Acquisition

- Everest Group classifies 14 candidate engagement and experience platforms offering contingent talent acquisition capabilities on the Everest Group products PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants (arranged alphabetically below):
 - Leaders: hireHQ, LiveHire, TalentNet, and WorkLLama
 - Major Contenders: hireEZ, Infinite BrassRing, Magnit, MBO Partners, Opptly.AI, and Phenom
 - Aspirants: Gr8 People, High5, MapRecruit, and TalentRecruit

This study offers distinct chapters providing a deep dive into key aspects of Candidate Engagement and Experience Platforms – Permanent Talent Acquisition market; below are three charts to illustrate the depth of the report

Everest Group PEAK Matrix® Assessment 2024

Everest Group Candidate Engagement and Experience Platforms PEAK Matrix® Assessment 2024^{1,2} – Permanent Talent Acquisition



1 Assessments for Appcast, Avature, Beamery, Eightfold.ai, hireEZ, hireHQ, iCIMS, Infinite BrassRing, Joveo, MapRecruit, Phenom, Radancy, Sense, SmartDreamers, TalentRecruit, and WorkLLama is based on provider inputs
 2 Assessments for rest of the platforms is based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures and technology demos, and Everest Group's interaction with candidate engagement and experience platform buyers and peers
 Source: Everest Group (2024)

Capability assessment

Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Provider 1	●	○	●	●	○	○	○	○	○	○
Provider 2	○	○	○	○	○	○	○	○	○	○
Provider 3	○	○	○	○	○	○	○	○	○	○
Provider 4	○	○	○	○	○	○	○	○	○	○
Provider 5	○	○	○	○	○	○	○	○	○	○
Provider 6	○	○	○	○	○	○	○	○	○	○

Everest Group's remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

Permanent	Market impact				Vision and capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Permanent	○	○	○	○	○	○	○	○	○	○

Strengths

- Provider 1 caters to clients globally and has significant presence in North America followed by EMEA
- Its talent insights and analytics platform allows users to track and analyze demographic, recruitment, and marketing data and supports the creation of customized dashboards

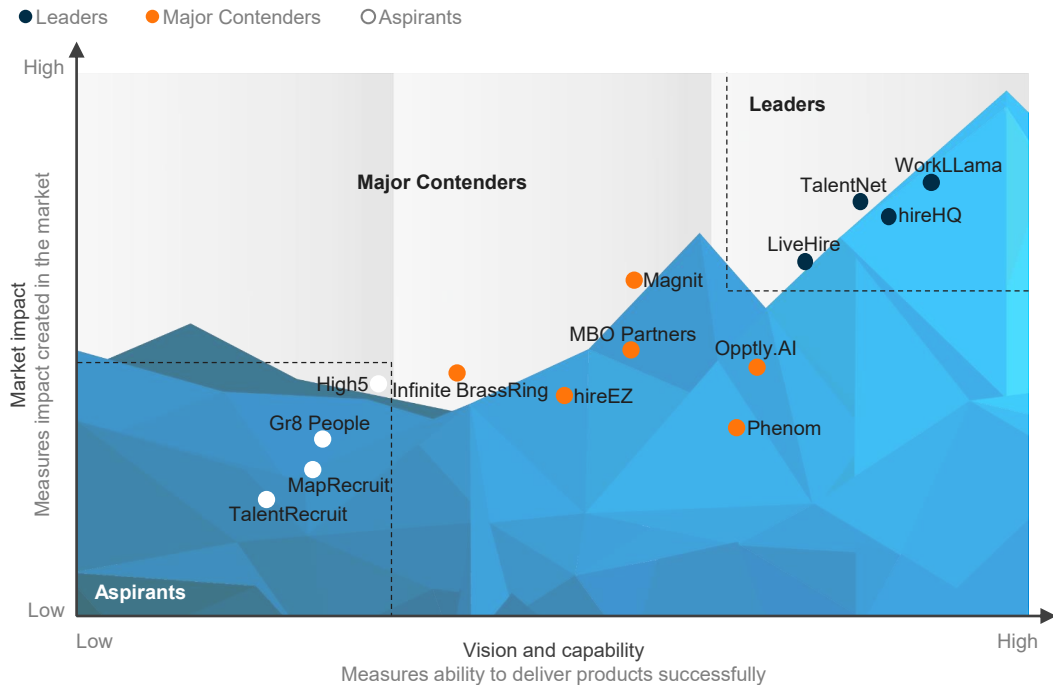
Limitations

- Clients have highlighted that the deployments and implementations can be more seamless with quick turnaround time
- Its presence in industries such as pharmaceuticals and life sciences, healthcare, and energy and utilities is currently limited. Clients from these industries may need to evaluate its capabilities carefully

This study offers distinct chapters providing a deep dive into key aspects of Candidate Engagement and Experience Platforms – Contingent Talent Acquisition market; below are three charts to illustrate the depth of the report

Everest Group PEAK Matrix® Assessment 2024

Everest Group Candidate Engagement and Experience Platforms PEAK Matrix® Assessment 2024^{1,2} – Contingent Talent Acquisition



1 Assessments for hireEZ, hireHQ, Infinite BrassRing, LiveHire, MapRecruit, Phenom, TalentNet, TalentRecruit, and WorkLLama is based on provider inputs
 2 Assessments for rest of the platforms is based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures and technology demos, and Everest Group's interaction with candidate engagement and experience platform buyers and peers
 Source: Everest Group (2024)

Capability assessment

Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Provider 1	○	○	○	○	○	○	○	○	○	○
Provider 2	○	○	○	○	○	○	○	○	○	○
Provider 3	○	○	○	○	○	○	○	○	○	○
Provider 4	○	○	○	○	○	○	○	○	○	○
Provider 5	○	○	○	○	○	○	○	○	○	○
Provider 6	○	○	○	○	○	○	○	○	○	○

Everest Group's remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

Contingent	Market impact				Vision and capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Contingent	○	○	○	○	○	○	○	○	○	○

Strengths

- Provider 1, has integrations with various third-party databases and job boards. Additionally, it has access to a dynamic talent pool with the capability to create custom pools with advanced filters
- It has robust search capabilities and leverages AI-based neural network models, which consider skill, experience, and other dimensions.

Limitations

- While it currently offers reporting and analytics to clients, enterprises looking for advanced analytics features such as total talent dashboards and predictive analytics may find its capabilities to be limited
- Clients looking for sourcing capabilities such as profile enrichment and browser extensions may find its capabilities to be limited

Research calendar

Recruitment

	Published	Current release	Planned
Reports title	Release date		
Candidate Relationship Management (CRM) Platforms PEAK Matrix® Assessment 2023			May 2023
Recruitment Process Outsourcing (RPO) Services PEAK Matrix® Assessment 2023			May 2023
Maneuvering through Talent Challenges in Manufacturing			June 2023
Maneuvering through Talent Challenges in Healthcare			June 2023
Maneuvering through Talent Challenges in Consumer Brands and Retail			June 2023
Maneuvering through Talent Challenges in Life Sciences			June 2023
Recruitment Process Outsourcing (RPO) Services – Provider Compendium 2023			August 2023
Smart Trends Moving Talent and Business Forward			November 2023
Introduction to the Skills Intelligence Technology Landscape			April 2024
The Skills Intelligence Technology Landscape: Focus on Talent Acquisition			May 2024
The Skills Intelligence Technology Landscape: Focus on Talent Management			May 2024
Recruitment Process Outsourcing (RPO) PEAK Matrix® Assessment 2024 – Global			May 2024
Recruitment Process Outsourcing (RPO) PEAK Matrix® Assessment 2024 – North America, EMEA, and Asia Pacific			August 2024
Candidate Engagement and Experience Platforms PEAK Matrix® Assessment 2024 – Permanent Talent Acquisition and Contingent Talent Acquisition			December 2024
Recruitment Process Outsourcing (RPO) Services – Provider Compendium 2024			Q4 2024
Recruitment State of the Market 2024			Q4 2024

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Research calendar

Contingent Workforce Management

	Published	Current release	Planned
Reports title	Release date		
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / SOW PEAK Matrix® Assessments 2023			August 2023
CWM / MSP and Services Procurement / SOW – Service Provider Compendium 2023 Updated			October 2023
Aligning Stakeholders and Technology in Contingent Workforce Management (CWM)			October 2023
Contingent Workforce Management (CWM) and Vendor Management System (VMS) State of the Market 2023 – Adapting to the Ever-evolving Economic and Business Environment			January 2024
Avionté Acquires SimpleVMS: Forging an End-to-end Integrated Platform for Contingent Talent Acquisition and Management			January 2024
Steering into the Wind: Future-proofing Your Talent Strategy for the BFSI Industry			March 2024
Introduction to the Skills Intelligence Technology Landscape			April 2024
The Skills Intelligence Technology Landscape: Focus on Talent Management			April 2024
The Skills Intelligence Technology Landscape: Focus on Talent Acquisition			May 2024
Vendor Management Systems (VMS) PEAK Matrix® Assessment 2024			May 2024
Steering into the Wind: Future-proofing Your Talent Strategy for the IT and Tech Industry			May 2024
Vendor Management System (VMS) – Provider Compendium 2024			July 2024
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessments 2024			September 2024
Contingent Workforce Management / Managed Service Provider and Services Procurement / Statement of Work – Provider Compendium 2024			November 2024
Candidate Engagement and Experience Platforms PEAK Matrix® Assessment 2024 – Permanent Talent Acquisition and Contingent Talent Acquisition			December 2024
Contingent Workforce Management (CWM) and Vendor Management System (VMS) State of the Market 2024			Q4 2024

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