

# The Plateau Advantage

Forward-thinking organizations striving to compete and differentiate in today's dynamic economy are adopting new strategies to help them build and optimize sustainable, relevant workforces. They seek a set of integrated tools that provide better visibility into organizational initiatives and objectives and the ability to align these with the individual. Organizations are also focusing more on individual development and succession planning to ensure that the *right people* with the *right skills* are in the *right job*, and to minimize the loss of critical talent while ultimately saving money. Plateau's Talent Management products and services differentiate our company from other performance management, learning, and talent management software companies by providing the depth and breadth organizations need in order to develop high-performing workforces.

Plateau has been delivering talent management solutions for **over a decade** to **more than 300 customers** and **over 11 million users worldwide**. Our experience, expertise and shared customer success have helped us to develop a clear vision for our products and technology, a vision that is defined by integrating core customer-driven strategies with our product strategy.



## Why Plateau

- Functional depth and breadth
- Customer commitment
- World-class service & support
- Proven results

## What You Need to be Successful

What does your organization need from a talent management solution to be successful? The following Success Checklist highlights key points to consider when comparing solutions and determining the optimal talent management partner and provider for your organization:



### Proven Business Model and Results

Plateau's consistent ability to execute and achieve sustainable profitability in a challenging economic environment reflects our sound management philosophy and validates the strength of our business model and strategy. Over the past year, Plateau has continued to earn recognition and accolades for vision, innovation, market leadership, and customer satisfaction and success.

- Recognized as a **Leader** in [Gartner's 2009 Magic Quadrant for Corporate Learning Systems](#), marking the 7<sup>th</sup> consecutive time having achieved this distinction
- Positioned as a **Visionary** in [Gartner's inaugural 2008 Magic Quadrant for Employee Performance Management Software](#)
- Recognized in 2008 as a **Market Leading Provider** of [Employee Performance Management by Bersin & Associates](#)
- **Commended** in Bersin & Associates Essentials of Performance Management in 2008 for our ability to integrate sophisticated learning and development activities with performance and talent management processes and our steadfast commitment to customer satisfaction and comprehensive global services
- Named a **Major Player** in [IDC's 2009 Integrated Talent Management Marketscape](#)
- [Posted 12<sup>th</sup> straight year of revenue growth](#) in 2008 with five year compound annual growth rate over 25%



### Customer Commitment

Plateau recognizes the importance of our most valuable resource – our customers – and is committed to partnering with you every step of the way, through the entire sales, implementation and post-implementation lifecycle. A well-defined process moves you smoothly from the sales team directly to our services team and customer support organization, and ultimately on to our established user groups and customer programs. Plateau's superior customer service and support is validated by our unparalleled **99%+ customer retention rate.**

- Ranked the overall global enterprise **customer satisfaction leader** in [Bersin & Associates Customer Satisfaction Studies](#), published in 2005, 2007 and 2009
- Active Customer Programs that include the Customer Advisory Board and Premier Program
- Established Plateau User Groups include the Financial User Group, Government User Group, the Nuclear/Energy User Group, the General User Group, the Life Sciences User Group, and the Performance and Compensation User Group



### **Native Implementation and Strategy Services**

Because Plateau provides implementation and strategy services in-house, you will never be handed over to a third party to conduct mission critical tasks such as product implementation or strategic planning. Plateau Services Team members are product experts, providing you with the know-how and expertise necessary to ensure a positive, productive and successful implementation experience. They are engaged through the sales process, facilitating a seamless transition from the sales process to pre- and post- product implementation, expediting the achievement of your organization's talent management goals. Our goal is to make sure you are receiving accurate and timely product information every time you engage with our Services team.



### **Unencumbered Reporting and Analytics**

Plateau offers complete reporting and analytics capabilities, from real-time dashboards to robust report creation and historical analysis. These tools deliver point-in-time analysis of key metrics and real-time visibility into talent management operations that allow you to have a finger on the pulse of the organization. Insight into critical talent processes allows you to be proactive in defining the appropriate direction and action items required to meet specific initiatives and deadlines, maintain compliance, and achieve goals and objectives.



### **Enterprise Class Multi-Tenant Architecture**

Plateau has some of the largest SaaS (Software as a Service) customer deployments in the talent management market. We have six customers with more than 100,000 users and our largest deployment has more than 500,000 users. Plateau provides a fully managed solution that delivers:

- Scalable, flexible and secure multi-tenant architecture
- 99.5% uptime
- 24x7x365 support
- Experienced experts to manage your system from implementation to ongoing support
- Highly configurable framework for integration and application extensions to support your unique talent management requirements.
- Rapid localization and internationalization (L10N and I18N) capabilities that eliminate the need for separate international or localized versions



### **Functional Depth across the Talent Management Suite**

Plateau's Talent Management Suite is truly integrated talent management, providing the depth of features to support a range of requirements as well as embedding best practices. For instance, you can complete a performance review -utilizing spell and legal check-, search your learning catalogue for appropriate training, and assign learning items to an employee without ever leaving the performance review itself. This deep integration between the Plateau product modules breaks down the barriers that exist between different areas of the suite, effectively:

- Lowering your total cost of ownership
- Minimizing the complexity of managing your talent management system
- Harnessing the power of efficient and effective talent management processes

## Plateau Offerings

Plateau's Talent Management solutions integrate learning, development, assessment, compensation, succession planning, social networking and collaboration, and content management into one robust system. Our solutions automate and improve talent management processes, improve workforce productivity and proficiency, and increase employee retention and engagement. Plateau's integrated approach to talent management makes human capital more visible, and actionable and valuable.

Available products include:

### Plateau Learning™

Plateau Learning allows you to manage learning across an extended enterprise – including managing learning processes and data, developing and deploying course content and exams, and securing auditing and reporting of regulatory compliance information.

### Plateau Performance™

Plateau Performance provides you with the ability to manage performance plans, automate review processes, create and align organizational and employee goals, and link performance to job-related training.

### Plateau Career & Succession™

Plateau Career & Succession gives you the tools you need to identify successors, develop bench strength, assess risk, build teams, and recruit internally.

### Plateau Compensation™

Plateau Compensation enables you to reward top performers and drive company performance by creating and administering comprehensive salary and incentive plans.

### Plateau Talent Gateway™

Plateau Talent Gateway combines the most advanced social networking and collaboration technology with easy-to-use content management and scalable user management functionality to support your organization's learning and talent management initiatives.

### Plateau iContent®

The Plateau iContent solution removes the burden of online content management, reduces costs, increases training efficiency, and greatly improves the user experience.

In addition, Plateau offers a comprehensive set of Services:

### Plateau Global Services

Plateau is committed to expediting tangible business results of your talent management solutions by offering comprehensive professional services, managed services, training, and customer support.