

Taleo Services



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Executing a talent strategy takes more than the stroke of a pen. Sustainable success depends on a proven partner. With real-world experience and global expertise —Taleo knows how. Hundreds of leading organizations have realized talent management success through value creation, cost savings, and bottom line results.

Taleo solutions enable you to improve your business performance by more effectively assessing, acquiring, and managing your workforce. Our services extend the value of our talent solutions — so you can manage your human capital as a portfolio of assets for greater returns.

From implementation and support to optimization and strategic initiatives, we are committed to continuous improvement and a strong relationship. Our support resources are available — 24x7. Our training and optimization experts work as a team to align your processes with ours. Our seasoned consultants use unparalleled talent information repositories, benchmarks, best practices, financial models, and metrics to create new value and measure business improvement.

With Taleo Services, you will see results — because our first priority is your success.

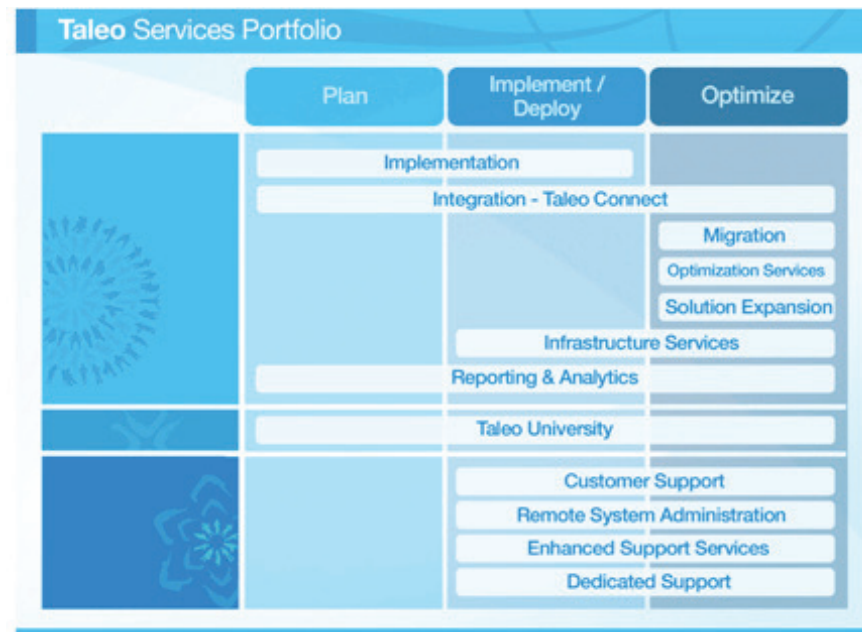
Services for Sustained Success

Our consulting, optimization, and training experts focus on your success. We deliver technical and infrastructure services, packaged solutions, education, and strategies to get you up and running fast for immediate returns. Then we work with you to refine your talent processes and strategies.

We want you to get the most out of your Taleo relationship so you can optimally align, assess, acquire, and manage talent to achieve business results. We're not happy until we know you can extend and sustain the value you create when talent drives business performance. That's the Taleo experience.

Voice of the Customer

As the worldwide leader in talent management solutions, Taleo offers a wide choice of focused client services based on real-world customer needs and direct feedback. Our Voice of the Customer program formally collects and analyzes feedback on talent management challenges and needs to directly align our professional services with your immediate goals.



Services for Your Bottom Line — From evaluation through value verification, Taleo Services take a holistic approach that's tailored to your needs, delivers ongoing support to ensure adoption and utilization, identify new opportunities for talent management optimization, and finally help you report the ongoing value and return on your initial investment in Taleo.

Vurv Migration

Maximize your Vurv investment with a migration strategy tailored to your business. We use best practices gathered from leading enterprise companies combined with detailed planning and analysis to minimize downtime for recruiters, hiring managers, and candidates. You receive cost savings and bottom line results.

Implementation

Our approach will align to your business with a commitment to a path that's right for you.

Conversion

We offer several options for hosting archived data and include candidate data conversion as part of the migration process.

Integrations

Taleo Connect and Taleo Passport offer improved integration options for HRIS, background checks, job boards, assessments, and more.

Education

User adoption is key to continued success and education is the fastest route to getting your users confident with the new tools. Our user training will emphasize key differences in product features with a focus on the system and business processes.

“Taleo was able to deliver on time and under budget. Our implementation was not just limited to North America; we were able to meet the needs of Dow’s global stakeholders, too... These are the most professional consultants I’ve worked with in my 24 years at Dow Chemical.”

—Jon Walker, Human Resources, Technology Global Director, Dow Chemical

Taleo Consulting

Experienced consultants provide guidance in all areas from project management to process alignment to technologies, integration, and talent intelligence. During every engagement, our consulting team will take the time to give you the necessary knowledge and tools to enable you to take as much ownership of the Taleo solution as you feel comfortable. Our solution is designed with self service in mind and our consulting services will help you take control of your investment. With Taleo Services, you are empowered for success during the whole journey — starting with your initial plan and following through by measuring and reporting results.

Implementation. Our combined experience with hundreds of talent management implementations, real-world industry insights, and consulting expertise delivers proven results—with an on time, on budget track record unmatched by traditional software vendors. Taleo has never had a failed implementation, and we continually strive to preserve that track record of success and customer satisfaction.

Integration. We connect silos of information using integration technologies and services while streamlining your processes to establish a talent system of record. Our solutions focus on your needs—with global, enterprise, small to medium business, or third-party connections available.

Optimization. Experts align talent practices closer to your organizational goals with intelligent guidance through review, process improvement, new content, training, or adoption tracks.

Other Consulting Services. Our highly experienced consultants can assist at any stage in your talent management journey. From technical

readiness to reporting and analytics, our team of consultants has the depth of experience to address any talent management challenge and help you rapidly realize your talent objectives:

- Upgrade Packages: Taleo 8.0
- Optimization Services: Zone Audit and Optimization
- Infrastructure Services: Single Sign-On and Technical Readiness Assessment
- Reporting and Analytics Services: Reporting Metrics Workshop and Analytics Metrics Workshop

Implementation Services

Taleo implementation experience has been honed through more than 600 enterprise implementations. Our implementation consultants apply their extensive knowledge and expertise to complete typical implementations in 16 weeks or less.

Our clients have met and exceeded their goals of achieving staffing excellence through increased quality of hire, significant savings in advertising and staffing agency costs, and notable reductions in cycle times — often more than 50 percent.

Every client engagement begins with a reciprocal knowledge exchange. Taleo consultants seek to understand your organization’s business drivers, staffing needs, and technical environment. Our consultants educate your core team on Taleo ACE™ Staffing Best Practices, developed from extensive experience with leading Fortune 100 organizations. Taleo consultants focus diligently on metrics, providing information on specific industry benchmarks to use during implementation and beyond.

Drawing on their broad experience in staffing, performance management, general business, and technology, Taleo implementation consultants work with you to engineer processes that support your organization's unique business drivers and take advantage of technology efficiencies. Our consultants work with your staffing managers, recruiters, IT professionals, HR professionals, managers, organizational development staff, IO Psychologists, and administrators to design new processes and related business rules that support the very foundations of your business.

Our implementation methodologies are designed to meet the needs of all sizes of organizations—from a base implementation designed for smaller enterprises to a full scale global rollout for large international organizations.

Providing recruiters, organizational develop staff and managers complete visibility into your staffing and performance management processes increases productivity, but also requires new business processes. Our consultants assist your team with the formulation and implementation of these new business processes based upon our experience and best practices.

Throughout your implementation, consultants offer guiding principles and expertise. Your team will be key contributors to the new process design. Design discussions often involve managers from different divisions, recruiters, managers, project managers, system administrators, and other stakeholders to ensure that your existing business processes are strengthened, that any new processes will work for your company, and that the core team takes ownership of the project.

Consulting Services

After you go live, optimization and expansion of your Taleo solutions are the keys to realizing more returns from your implementation. We have developed packaged service offerings to help you assess your current state, optimize your use of our solution, and expand your reach and coverage. Taleo consultants can help ensure the solution stays synchronized with your business processes and user requirements to enhance utilization and return on investment.

Evaluate

Engage with us to help you understand your current state and look where you can improve. Our Zone Audit Service focuses on the tactical and system levels.

Taleo Research and Best Practices

By analyzing the best practices and economics of talent management for organizations of all sizes, worldwide, our specialty research practice ties talent management technology and process improvements to financial results.

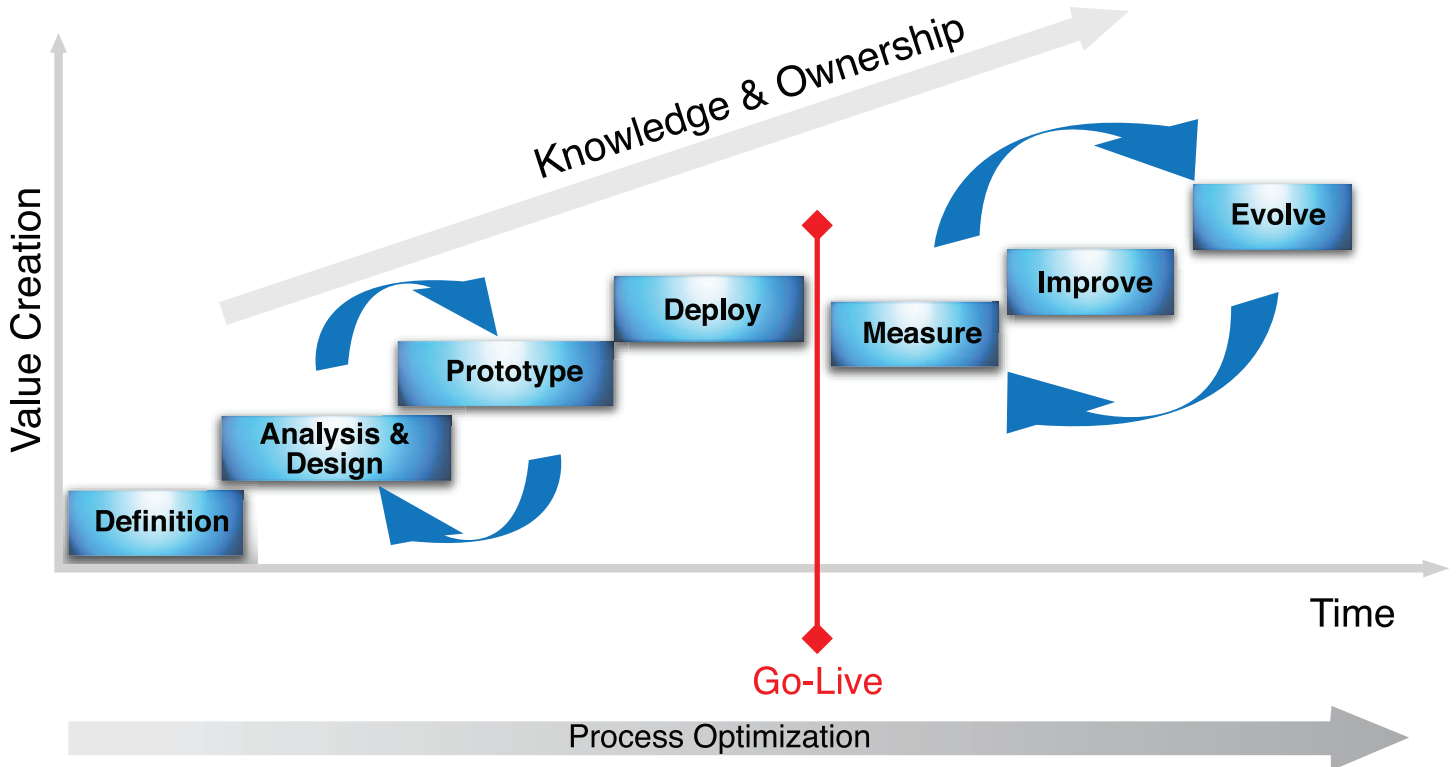


Taleo Green Pages

Taleo captures best practices from helping leading organizations implement and optimize their Taleo solution. Our expert consultants use their knowledge and information from the Taleo Green Pages during any services project to help you to realize your talent management goals.



Taleo Implementation Steps



Proven Process. Proven Results. Taleo gets talent management up and running with zero failed implementations.

Optimize

Your solution must remain current to ensure continued success. We have optimization services to assist you with achieving optimal solution results. Our Content Services will focus on building state of the art job descriptions and/or pre-screening content. Managed Services is designed to provide the level of solution optimization and support that is right for you with supplemental or dedicated support to your staffing team.

Expand


Benefit from our experience. Arm your HR and Hiring Managers with key information through our Reporting and Analytics Metrics workshops. Rollout services or deploy your solution to new geographies or functions with our Global Deployment service offering.

Measure and Validate

Taleo Benchmarking Scorecard is a proven tool to help you track staffing key performance indicators. Our Quality of Hire Measurement service will help you validate the quality of the hiring process and the quality of the hired candidates. Finally, our Business Intelligence service provides reporting and analytics solutions that deliver information to match your talent management goals.

Technical Services

Taleo Technical Services provides a portfolio of offerings designed to enhance the Taleo solution by extending the breadth and depth of talent management capabilities through integration and infrastructure solutions.



“Throughout the process, the Taleo team’s dedication to a successful implementation really illustrated passion and professionalism. The consulting and 24/7 customer service teams demonstrated commitment to quality and enhanced the solution’s delivery results – and we see that everyday.” — Keith Vencel, Product Manager, Human Resources, Sutter Health

Integration: Taleo Passport and Connect

Taleo Integration Services provide the ability to migrate data from legacy staffing solutions and, through Taleo Connect, provide the link between Taleo and your human resource management (HRMS) or enterprise resource planning (ERP) solutions as well as third party solution providers.

Taleo clients that use an ERP or HRMS solution frequently have third-party integration needs such as background checking, sourcing, assessments or skills testing, tax credit processing, job boards, and more—will enjoy the benefits of Integration Services. Taleo’s open, web services integration framework, through Taleo Passport, effectively enables rapid deployment of seamless and secure integration.

Infrastructure Services

Taleo Infrastructure Services support your organization’s technical environment needs as they apply to Taleo. These services include Single sign-on, Technical Readiness Assessment, security review and compliance, and continuity of business/disaster recovery.

Education Services

Taleo University provides your users and administrators with the wide variety of knowledge and training options they need to accelerate user adoption, drive success, and extend your value.

When it comes to learning, one size does not fit all. Geared toward diverse customer environments and job roles, we provide learning options to support each role in the talent process. We give you the choices you need to put the right programs in place for your team at the right time. We build our programs to provide options for practical application, reinforcement, and ongoing learning, delivered through a variety of learning mediums and resources.

Taleo Education Services works with you to craft the program that makes the most sense for your objectives. Additionally, we provide the depth of expertise with Taleo software and with talent management business processes to tailor or customize your program selections to your exact work flows and procedures, using instructional best practices.

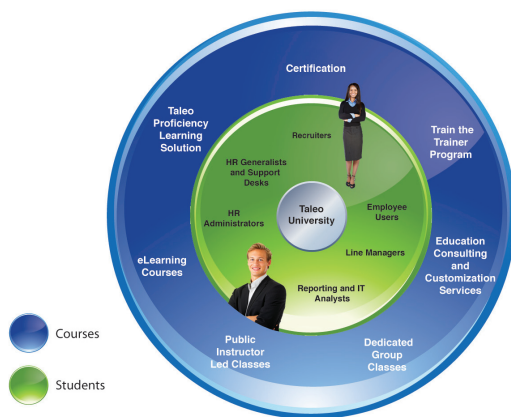
Taleo Education Services

- Deliver Faster, More Effective Results
- Instructor Led Classes and Services
- Education Consulting and Customization Services
- Train the Trainer Programs
- eLearning Courses and Recordings
- Certification Programs
- Professional Training Resources

Our services focus goes beyond basic skills development to full skills optimization and ROI, accommodating your learning preferences:

- Face to face interaction with a professional instructor
- Shorter virtual classroom sessions delivered to dispersed team members.
- On demand eLearning modules.
- Coaching of your own internal trainers and supporting, proven course materials.

Taleo University Offerings



Flexible Offerings

- **Instructor Led Classes and Services.** Provide your end users with the knowledge and skills necessary to truly excel.
- **Education Consulting and Customization Services.** We design and customize programs to meet your needs and drive results.
- **Train the Trainer Programs.** We coach your internal training teams on best training practices and provide the tools you need.
- **eLearning Courses and Recordings.** Use distance learning options for self-paced study across a variety of topics. Take advantage of the

Taleo University Library Card program for a low cost way to train numerous end users through our repository of eLearning courses.

- **Certification Programs.** Develop and validate the skills and competencies you require in your top performers. Programs are also available for Taleo partners
- **Taleo Proficiency Learning Solution.** Easily and cost effectively develop customizable web-based courses on a flexible learning platform based upon your unique business processes and time schedule. Help technical and non-technical users, HR managers or administrators, recruiters, and hiring managers gain the skills they need today and keep them current as changes are made.

Taleo Proficiency

Taleo Proficiency's course development platform and learning support ensures that the training truly enables end users to be more productive in the use of Taleo's broad range of talent management solutions. Through an interactive set of tools, end users learn how to use Taleo's talent management solutions, and accelerate user adoption.

Taleo Proficiency addresses a number of business challenges present during the adoption of any talent management initiative through streamline content development tools. With Taleo Proficiency, Taleo customers can rapidly build and deploy learning content globally to multi-lingual audiences. Customers are also able to quickly edit and republish content to support regular Taleo updates and enhancements.

Taleo University Online

Our online Taleo University Campus provides direct access to download our course catalogue, view upcoming course schedules, search for courses by name, location or date, view course descriptions, and register for upcoming classes and eLearning.

Support Services

Taleo Support

Because we offer software as a service, we must operate with 100% accountability. We cannot succeed unless you succeed. At Taleo, customer care is more than a term—it's a way of doing business. We care about what you experience. Our commitment to excellence in customer support includes:

- A commitment to your support experience. Your questions and requests for assistance are heard, understood and addressed.
- A commitment to information. Free, direct, easy access to the most common questions and the people who can answer not-so common ones.
- A commitment to improvement. We learn from your questions and apply lessons to future revisions of the application, documentation, and support knowledge base.
- A commitment to our customers. We lead the industry by providing our customers with the solutions they need to meet their talent management needs.

Personalized on demand support. Our global customer care organization provides multilingual technical assistance via telephone and email. Our web-based customer care portal is available 24x7 with the answers you need—all day, every day.

Free baseline support. Unlike traditional enterprise resource planning (ERP) software vendors, baseline standard support is included in your subscription and we actively mine our performance and application vital signs for proactive opportunities to better support you.

Value-Added Services

We know that some customers need a more tailored way to meet more complex or dynamic support needs. Our Value-Added Services help you achieve and maintain top performance of your Taleo solutions—regardless of changing business and support requirements.

You can count on our personalized approach to Value-Added Services for heightened attention and troubleshooting response across the wide range of Taleo solutions.

Taleo's Support Services



Remote System Administration

The Taleo Remote System Administration (RSA) service offers a tailored program for customers who have limited resources to administer, manage, and optimize the use of their Taleo solution. The RSA service provides a specialized and highly skilled administrative resource to help drive user adoption and maximize the impact of your Taleo solution.

Our highly experienced certified Remote System Administrators help to fill resource gaps more quickly, lower administration and training costs, and rapidly achieve ROI objectives.

Enhanced Support Services

Support needs evolve as the use of Taleo changes. That's why we offer Enhanced Support Service options to meet those needs. Enhanced Support Services provide heightened support for high volume, complex organizations or special, time-specific events. Focus on your business objectives while a Taleo Technical Account Manager (TAM) acts as a single point of contact for operational issues. As an integral part of your support team, the Taleo TAM prioritizes incidents for shorter incident queues and provides health and activity reports to monitor system activities.

Taleo Enhanced Support Services Options

Priority Incident Management (PIM)	Technical Account Manager (TAM)	Enhanced Support Package (Combined Services: PIM + TAM)
Your incidents receive Top-of-Queue priority for faster handling and resolution.	Our dedicated expert manages incidents and cross-functional projects so you can focus on more strategic activities.	Your incidents receive Top-of-Queue priority with dedicated incident and project management.

Dedicated Support

Our Dedicated Support service is the highest level of Taleo support with tailored services and dedicated experts. Through a deeper understanding of an organization's talent management processes and trends, we are able to anticipate and deliver services to suit your most complex and demanding needs.

By tailoring support services, large global firms with unique organizational challenges—such as security clearance staff or location-sensitive requirements—are able to adapt to changing or localized needs with minimal resources and time. This detailed focus—based on a deeper understanding of your organization—enables us to anticipate and deliver services to suit your most complex and demanding needs. Get the exclusive resources you need to focus on a specific solution area—such as integration, reporting, or product support.

Remote System Administration Services

- System Clean-Up
- User Interface Enhancement
- New Feature Activation
- Candidate Experience Improvements
- Workflow Enhancement
- Reporting

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ABOUT TALEO

Leading organizations worldwide use Taleo on demand talent management solutions to assess, acquire, develop, and align their workforce for improved business performance.

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