



# Improving The Client Experience Through Empowered Employees

## Key Organizational Impacts For Business Services

- Provide better growth opportunities
- Align individual goals with business strategy
- Attract, retain, and motivate top talent
- Develop ready talent pipelines
- Transform performance management

More than 60 percent of companies surveyed by Bersin identified “capability gaps” as a primary talent challenge. For business service organizations specifically, these gaps—the result of skill shortages, lackluster performance, high turnover—directly threaten the ability to retain clients and maintain profitability in a tough economy.

Cornerstone OnDemand’s unified talent management platform enables business service organizations to develop a high-performing workforce by sourcing top talent, delivering targeted learning opportunities, providing meaningful feedback, aligning goals, and improving succession planning.

With Cornerstone for Business Services, organizations can:

**Find Better Talent, Faster.** Use internal and external social networks to create high-quality talent pools ready to fill expected—and unexpected—talent losses.

**Deliver Targeted, On-Demand Learning Opportunities.** Offer on-demand, 24/7 access to targeted learning opportunities designed to improve skills, foster engagement, and develop leadership capabilities.

**Provide Frequent, Meaningful Feedback.** Engage employees with goals and meaningful feedback and easily tie learning initiatives, compensation, and succession plans to performance data.

**Improve Organizational Alignment.** Align your employees with corporate goals by helping them develop the right skills, knowledge, and expertise required to support current and future business initiatives.

**Develop Powerful Succession Plans.** Identify mission critical positions, find talent hidden deep in the organization, benchmark employee competencies, identify and address skills gaps, and improve employee retention.



# Experience the Cornerstone Difference

- 100% Organic Technology
- True Cloud-Based Delivery Model
- World-Class Client Success & Support
- Less Complexity, More Configurability

## Recruiting

Monitor the progress of your end-users and review course assignments, learning history, and compliance completion.

## Performance

Measure performance against business objectives. With Cornerstone Performance, organizations can align employee goals with strategy while providing meaningful feedback.

## Onboarding

Onboard and engage new employees. Cornerstone Onboarding provides a holistic approach to welcome new hires delivering the right resources, connections, and tools.

## Compensation

Gain budgetary insights and reward performance. Cornerstone provides the tools that allow to establish compensation processes and guidelines that lead to better business results.

## Connect

Foster collaboration and engagement. Cornerstone Connect is the social collaboration tool that connects employees to the knowledge they need to work smarter.

## Succession

Identify skills gaps and build bench strength. Cornerstone Succession allows to create succession plans that benchmark skills and competencies.

## Learning

Deliver targeted training and development. With Cornerstone Learning, organizations can ensure compliance, accelerate performance, engage the workforce, and support goals.

## Analytics

Move your Big Data strategy forward and optimize the performance of your workforce through fact-based decision-making versus intuition in hiring and managing your people.

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Cornerstone OnDemand is a global talent management software provider that is pioneering solutions to help organizations realize the potential of a modern workforce.