

Activate the untapped power of your people

Every day, employees run into obstacles that keep them from performing their best work. These challenges often go unnoticed and unresolved by the organization, leading to low performance, high turnover, and dissatisfied customers. That's why getting the employee experience right is paramount.

Companies need a way to continuously listen, understand, and respond to their employees. When organizations engage and empower their people, they are activating their untapped power to improve every area of the business.

How we help organizations unlock the full impact of their workforce

Medallia helps organizations tap into the wisdom of their people to improve employee engagement, boost productivity, and create better experiences for all. Rich and intuitive feedback tools are embedded seamlessly throughout the employee journey, capturing real-time signals beyond just surveys. Modern feedback capabilities such as voice, audio, and video make it easy for employees to share feedback on their terms. Advanced AI-enabled analytics provide valuable insights from expansive structured and unstructured data sets to uncover what's really happening and how employees are actually feeling in the daily flow of work. These insights empower organizations to take quick and effective action.

"Medallia has enabled us to pivot and engage our team, resulting in immediate insight on how our team is doing and how we can improve."

Craig Pintoff | United Rentals
Chief Administrative and Legal Officer

Solutions to support a best-in-class employee experience strategy

Continuously understand and respond to employees.

Meet employees where they are in the daily flow of work. Embed always-on feedback tools in employee portals, intranets, and mobile apps. Engage in two-way dialogue via SMS/MMS messaging. Crowdsource innovative ideas and solutions. Integrate real-time feedback signals to gain a clearer understanding of how lifecycle, everyday, and personal moments at work are impacting employee sentiment. Automatically alert leaders with AI-powered insights to enable quick action and communicate those actions back to employees with intuitive role-based dashboards.

Attract and keep the best talent.

Leverage the power of feedback signals to attract, onboard, and engage employees to fuel your company's success. Connect with job seekers and new hires at key touchpoints across the employee lifecycle for immediate insights into recruitment, onboarding, and talent development processes. Automate and engage in two-way communication with talent to share important messages directly to mobile devices. Act fast to ensure new employees acclimate quickly to the company's policies, workflows, and culture with real-time feedback analysis, automated-alert routing, and suggested action plans.

Spark unlimited productivity.

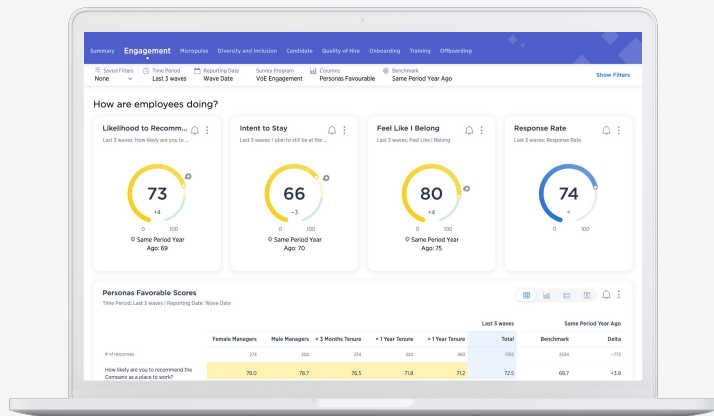
Unleash your team's greatest potential with tools that eliminate blockers and foster innovation, engagement, coaching, and inclusion. Pair structured and unstructured data together to uncover obstacles and time-consuming workarounds that are inhibiting employees from getting their jobs done. Use AI-powered insights to see how well key initiatives like employee recognition or diversity and inclusion are motivating employees to perform at their best. Surface emerging trends and issues that will inform managers on when and where to spend time coaching employees.

Accelerate digital transformation.

Use real-time employee insights to uncover technology gaps, guide investments, and drive adoption and innovation. Embed always-on pulse surveys in intranet or software applications, making it easy for employees to provide feedback. Engage employees around key tasks or activities within these digital channels to gain valuable insight into how effectively technology is performing.

Medallia Employee Experience Solutions

Designed to meet you where you are today, with the flexibility to grow and evolve over time



Listen

- Text, voice, video, audio
- Engagement, pulse, always-on and triggered surveys
- Feedback signals, e.g. helpdesk tickets, performance reviews, recognition
- Crowdsourcing
- Powerful HRIS integrations

Understand

- Predictive analysis
- Effort scoring
- AI insights
- Expert support team of IO psychologists

Respond

- Role-based dashboards and reports
- Real-time alerts and nudges
- Action planning
- Real-time executive view
- Coaching intelligence

Partnerships and Integrations



servicenow

COMPARABLY

VISIER

workday

slack

zendesk

Delivering real, measurable results

Medallia's employee experience solutions help deliver business impact and value. Our customers have achieved:

BOOST IN EMPLOYEE SATISFACTION

Achieved 20pt increase in NPS and satisfaction scores with regular employee pulsing.

- A U.S. Telecommunications Company

REDUCTION IN CHURN

Saw a 50% reduction in employee churn across all call centers.

- A U.S. Telecommunications Company

MAJOR COST SAVINGS

Reduced costs 33% by using candidate feedback to streamline the interview process.

- Medallia

DIRECT IMPACT ON CUSTOMER SATISFACTION

Found a significant relationship between satisfied employees and the happy customers they serve.

- Bank of America

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