



# Everest Group People Analytics Platforms PEAK Matrix<sup>®</sup> Assessment 2024

Focus on Sapience Analytics

May 2024



## Background and scope of the research

Due to advances in technology, it is easier to capture, process, and analyze data. Businesses are using analytics as a crucial lever in their decision-making process. Enterprises are prioritizing investment in resources to capture and analyze employee data to make better and more informed decisions rather than relying solely on intuition.

People analytics platforms can help enterprises aggregate data from various employee touchpoints, process it, and provide actionable insights for strategic and operational decisions. Such tools make metrics easier to interpret for each stakeholder involved in decision-making, including leaders, HR, and line managers. As the market matures, enterprises will also rely on the actionability of these platforms to determine the next course of action for their business decisions.

In this research, we present an assessment of 18 people analytics platform providers featured on the [People Analytics Platforms PEAK Matrix® Assessment 2024](#), a comprehensive matrix that evaluates and categorizes providers in terms of their product capabilities and wider market acceptance.

The assessment is based on Everest Group's annual Request for Information (RFI) process for the calendar year 2023-24, interactions with leading people analytics platform providers, client reference checks, and an ongoing analysis of the market.

### In the full report, we analyze the people analytics platform landscape across various dimensions:

- Overview of people analytics platform
- Everest Group's People Analytics Platforms PEAK Matrix evaluation, a comparative assessment of 18 people analytics platform providers
- Competitive landscape of the people analytics platform market
- Remarks on key strengths and limitations of each people analytics platform provider

### Scope of this report

**Assessment:** Assessing people analytics platform providers available in the market for independent licensing; operational and product information as of Q4 2023

**Coverage:** Covers all industries, geographies, pure-play people analytics platform providers, and broad-based Human Capital Management (HCM) and HR technology providers having reporting and analytics capabilities

**Technology providers:** Covers 18 people analytics platform providers including Crunchr, Dayforce, eqtble, Gemini People Analytics, HCMI, HiBob, isolved, Nakisa, One Model, Orgnostic, Panalyt, Praisidio, Sapience Analytics, SpashBI, Vemo Workforce, Visier, Workday, and ZeroedIn

# People Analytics Platforms PEAK Matrix® characteristics

## Leaders

Crunchr, Dayforce, One Model, SplashBI, Visier, and Workday

- Leaders have a strong vision and capability to act as a single source of data truth for all workforce-related decisions. They are at the forefront of innovation and drive change through thought leadership and internal investments
- They serve multiple use cases across the employee hire-to-retain cycle and are increasingly leveraging next-generation technologies such as AI/ML to offer advanced predictive models. Some Leaders are also investing in generative AI to offer a conversational interface for users to ask/input queries and get quicker insights
- Leaders have built a robust partnership ecosystem that includes HR technology providers for embedded analytics solutions, as well as System Integrators (SIs) and Independent Software Vendors (ISVs) to enhance their reach

## Major Contenders

eqtble, HCMi, HiBob, isolved, Nakisa, Orgnostic, Sapience Analytics, Vemo Workforce, and ZeroedIn

- Following the Leaders, the majority of Major Contenders have been investing in advanced features such as predictive and prescriptive analytics, scenario modeling for workforce planning, benchmarks, surveys, dashboards for human capital reporting, and more out-of-the-box integrations. Most of them offer their product as a SaaS offering serving the needs of both HR and non-HR leaders
- Some Broad-based HCMs/HR technology providers with a people analytics module have emerged as Major Contenders in this PEAK Matrix® Assessment and offer sophisticated capabilities to visualize people metrics. However, most of these are not offered as stand-alone products but are bundled with core HR modules

## Aspirants

Gemini People Analytics, Praisidio, and Panalyt

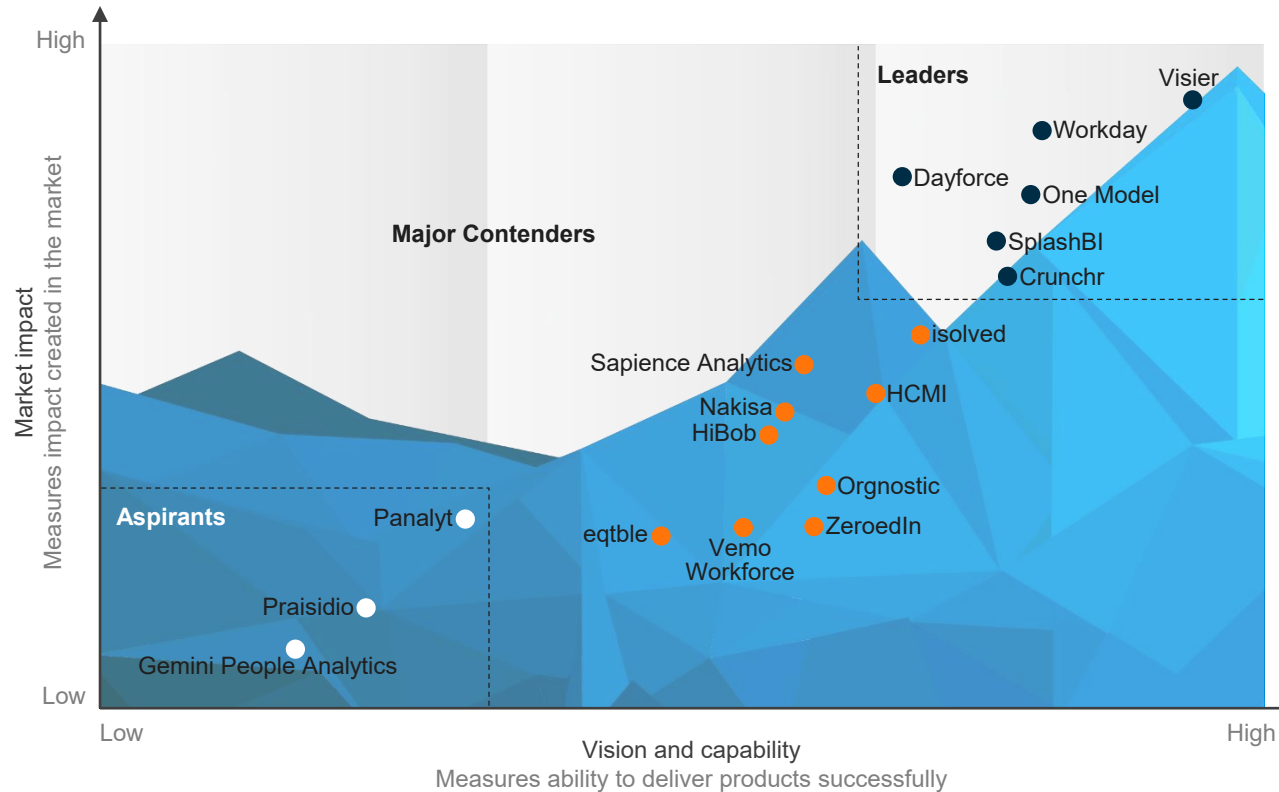
- Aspirants have approached the market by offering descriptive analytics initially and are now exploring advanced use cases, such as predictive analytics, to serve evolving client expectations. They are bringing in more customization options, but currently have limited use cases employing technologies such as AI, ML, and automation
- Most Aspirants are presently playing to their strengths and serving client needs in specific geographies or buyer-size segments

# Everest Group PEAK Matrix®

People Analytics Platforms PEAK Matrix® Assessment 2024 | Sapience Analytics is positioned as a Major Contender

## Everest Group People Analytics Platforms PEAK Matrix® Assessment 2024<sup>1,2</sup>

- Leaders
- Major Contenders
- Aspirants



<sup>1</sup> Assessment for Gemini People Analytics, One Model, and Orgnostic exclude provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with people analytics platform buyers

<sup>2</sup> Assessment for Orgnostic considers its capabilities before its acquisition by Culture Amp

Source: Everest Group (2024)

# Sapience Analytics profile (page 1 of 6)

## Overview

### Company Overview

Founded in 2009, Sapience Analytics offers a BI and analytics platform that provides visibility into enterprise resource investments in people, processes, and technology. It has two offerings - Sapience Vue™ for enterprise-level insights for the business leaders to analyze their workforce data and Sapience transparenSEE™ for providing insights into external labor data.

**Headquarters:** McKinney, Texas

**Website:** [www.sapienceanalytics.com](http://www.sapienceanalytics.com)

### Key leaders

- Bradley Killinger, CEO
- Sue Watts, President
- Marty Mooney, CFO
- Jannie Kinsey-Goods, Chief People Officer
- Brad Weatherly, CTO, COO
- Matt Smith, Chief Revenue Officer
- Nitin Maini, Platform Head
- Devanand Pare, SVP, Product Support and India Operations
- Adam Rowland, SVP, Customer Success Head
- Sonyett Bailey, Marketing Director

### Product Overview

Sapience Analytics platform provides access to real-time data with its automated data collection capabilities. It can be deployed within the enterprise environment in a secure manner and can easily be integrated with enterprise systems with its robust integration/API framework. The dashboards can be configured easily to display information for the end user based on the enterprise’s needs.

### Investments and product enhancements

- |   |   |
|---|---|
| <p>Product enhancements in the last 12-18 months</p>                | <ul style="list-style-type: none"> <li>• Introduced the ability to subscribe to reports that can be shared with people within the enterprise at a defined interval</li> <li>• Enhanced the ability to integrate with a wider array of sources by bringing in integration with timesheet and MS Teams call</li> <li>• Introduced Hybrid Mode and Org Mode deployments to prevent managers with four or fewer direct reports to view individual-level data</li> </ul> |
| <p>Non-exhaustive list of deals, investments, and announcements</p> | <ul style="list-style-type: none"> <li>• Forged a partnership with QuantumWork Advisory, an Allegis Group company, in 2023, to help the enterprises optimize their contingent workforce expenditure</li> <li>• Partnered with HCL Technologies to serve as a reseller of Sapience Analytics</li> <li>• Announced a strategic partnership with Brightfield Partners in 2022 to help enterprises improve their contingent workforce management</li> </ul>             |

### Key HR use cases

Not offered   Custom basis   Out-of-the-box dashboard

Recruitment	Turnover	Compensation, payroll, and benefits	Diversity, Equity, and Inclusion (DE&I)	Performance management
Learning and development	Organization design	Workforce planning	Employee engagement	

# Sapience Analytics profile (page 2 of 6)

## Overview

### Market adoption and partnership overview

Description	As of December 31, 2023
People analytics platform clients	40
Number of FTEs	66
Number of employees covered using people analytics platform	~365,000
Key partners (includes resellers, ISVs, SIs, and technology partners)	QuantumWork Advisory, Brightfield, HCL Technologies

### Major people analytics platform clients

Not disclosed

● Low (<10%) ● Medium (10-20%) ● High (>20%)

### Split of people analytics platform revenue by buyer geography

- North America
- United Kingdom
- Continental Europe
- Asia Pacific
- Latin America
- Middle East & Africa

### Clients by major industries served

- BFSI
- Energy and utilities
- Healthcare and pharma
- Hi-tech
- Professional services
- CPG and retail
- Public sector
- Manufacturing
- Telecom
- Others<sup>1</sup>

### Split of people analytics platform revenue by buyer size

- Small (employees <1,000)
- Midsize (employees 1,000-5,000)
- Mid-large (employees 5,000-10,000)
- Large (employees 10,000-50,000)
- Very large (employees >50,000)

<sup>1</sup> Others comprise real estate, transportation, membership groups, professional services, higher education, food services, leisure, sports, and recreation  
 Note: The people analytics platform adoption and client split data is as of December 31, 2023  
 Source: Everest Group (2024)

# Sapience Analytics profile (page 3 of 6)

## Capabilities and offerings

● Not available   ● Available   ● In the roadmap   ● Available via partner

### Data aggregation and modeling

Aggregate data from different HR systems (e.g., HCM/HRIS, payroll, learning, and performance systems) <sup>1</sup>	Aggregate data from business systems such as ERP and CRM	Ingest data from third-party survey and feedback tools
Ability to automatically transform and cleanse raw data and create a data model for generating insights	Availability of a data storage/warehouse	Availability of a query engine
Ability to assess data quality for inconsistencies and errors		

### Type of analytics

Descriptive analytics	Diagnostic analytics	Predictive analytics	Prescriptive analytics
-----------------------	----------------------	----------------------	------------------------

### Reports and drill-downs

Ability to create custom reports/dashboards	Ability to support drill-down analysis (by location, function, demographics, time, etc.)	Ability to drill down data to the individual user level <sup>2</sup>
Ability to provide in-house industry/external benchmarks	Ability to integrate with benchmarks provided by the enterprise	Ability to create goal-based dashboards to track progress
Ability to create alerts that notify the HR when a pre-defined threshold for a metric is breached	Ability to export data in different formats (e.g., PDF, Excel, and CSV)	Ability to share dashboards with different stakeholders including scheduling and e-mail distribution of reports

### Technology leveraged

Natural Language Processing (NLP) / Machine Learning (ML) capabilities	Automation capabilities	Generative AI capabilities
--	-------------------------	----------------------------

<sup>1</sup> Sapience Analytics has a library of enterprise solutions/platform APIs, enabling users to aggregate data from various systems. It can also directly ingest data via CSV files

<sup>2</sup> The platform offers Org Mode and Hybrid Mode to prevent the managers with four or fewer direct reports from viewing individual-level data. Additionally, first and last names can be substituted with pseudonyms to prevent cross-reference

# Sapience Analytics profile (page 4 of 6)

## Capabilities and offerings

● Not available   ● Available   ● In the roadmap   ● Available via partner

### Emerging capabilities

Ability to provide insights into the skills of the workforce <sup>1</sup>	Ability to conduct surveys	Ability to offer collaboration analytics
Ability to support what-if analysis / scenario modeling	Ability to support human capital reporting for regulatory compliance (ISO 30414, CSRD, etc.)	Ability to offer Platform-as-a-Service (PaaS) capabilities to enable developers to use APIs to facilitate modeling/analysis and create dashboards

### Data security and compliance

Ability to handle sensitive information and ensure data protection	ISO 27001 certification	SOC 2 certification
Accessibility compliance (e.g., WCAG and VPAT) <sup>2</sup>	Single sign-on support for users	Role-based access controls (for administrators, business analysts, data scientists, etc.)

### Implementation, training, and support

Training offered by provider	Training offered by certified partners	Training offered in multiple languages <sup>3</sup>
Remote maintenance support	24/7 support service	Embedded product help tool
Certification programs	Ability to provide professional services	Built-in version control for the product

### Hosting model options

Central server (on-premises)	Public cloud	Private cloud	Hybrid fashion
------------------------------	--------------	---------------	----------------

<sup>1</sup> Work time activities are captured enabling a correlation to skills (i.e., a person working three hours per day in JAVA has JAVA skills) and thus the ability to gain skill insights from this data

<sup>2</sup> Sapience Analytics is moving towards support for WCAG and VPAT standards. Currently, it supports color-blind usage within its platform











<sup>3</sup> Currently, training is offered only in the English language



# Sapience Analytics profile (page 5 of 6)

Everest Group assessment – Major Contender

Measure of capability:  Low  High

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
									











## Strengths

- Sapience Analytics is a people analytics platform provider with the ability to automatically capture, process, and visualize data for generating workforce-related insights
- It is one of the few providers that provide insights into the external labor, helping enterprises to optimize spend and enhance productivity to get a higher RoI
- The platform allows users to subscribe to reports that can be distributed within the enterprise at a defined interval
- The reports and visuals created can be exported into formats such as images and CSV for users and can be sent to tools such as Tableau via API for further analysis
- With its library of enterprise solutions/platform APIs, it can integrate and generate insights from multiple data sources. This ability can be used to track HR metrics in areas such as recruitment, turnover, and performance management, among others
- The platform offers multiple privacy-related features, which include masking the user’s private activities, data anonymization, the ability to mask individual-level data, and offers role-based access control, among multiple others
- It has a strong focus on ensuring client satisfaction by providing a dedicated customer success manager with 24/7 support, and including services such as hosting, implementation, integration, and multiple other services with its **all-in** pricing
- Referenced buyers have mentioned the ability to capture data from multiple sources, gauge productivity, customer support, and dynamic reporting as key strengths

# Sapience Analytics profile (page 6 of 6)

Everest Group assessment – Major Contender

Measure of capability:  Low  High

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
									

## Limitations

- Most of Sapience Analytics’ clients are currently based in North America and Asia; hence, its experience in serving clients from Continental Europe is relatively untested
- Currently, its offerings related to predictive analytics are limited and much of it is in the roadmap. It can enhance its workforce-related insights by advancing its AI/ML capabilities for the buyers seeking such functionalities
- There is a scope to enhance the functionalities by including chatbots and the ability to conduct surveys using the platform that can act as a loop to get employee feedback
- Enterprises seeking a provider with modern technologies such as generative AI might not find its offerings attractive. However, this seems to be on the roadmap
- Referenced buyers have mentioned that it needs to support more work environments, make reports more digestible, and enhance scale

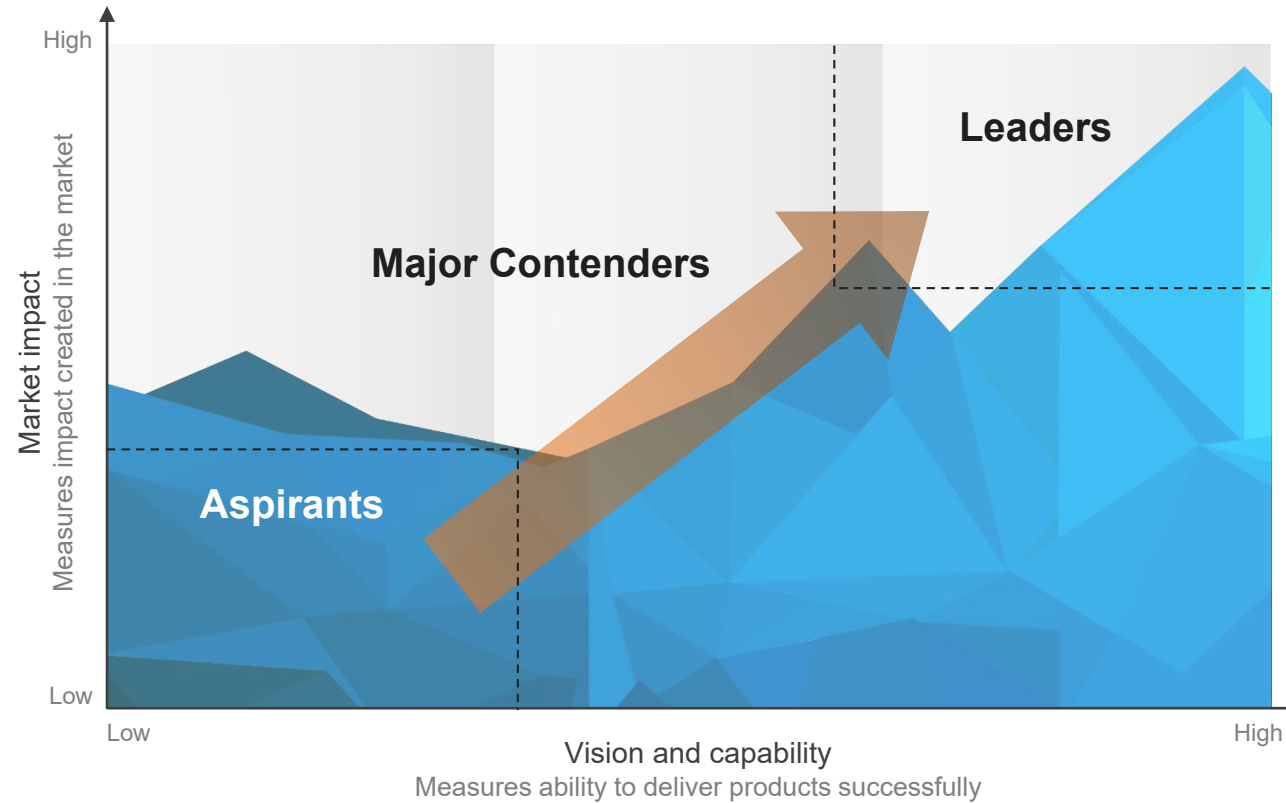
# Appendix

PEAK Matrix® framework

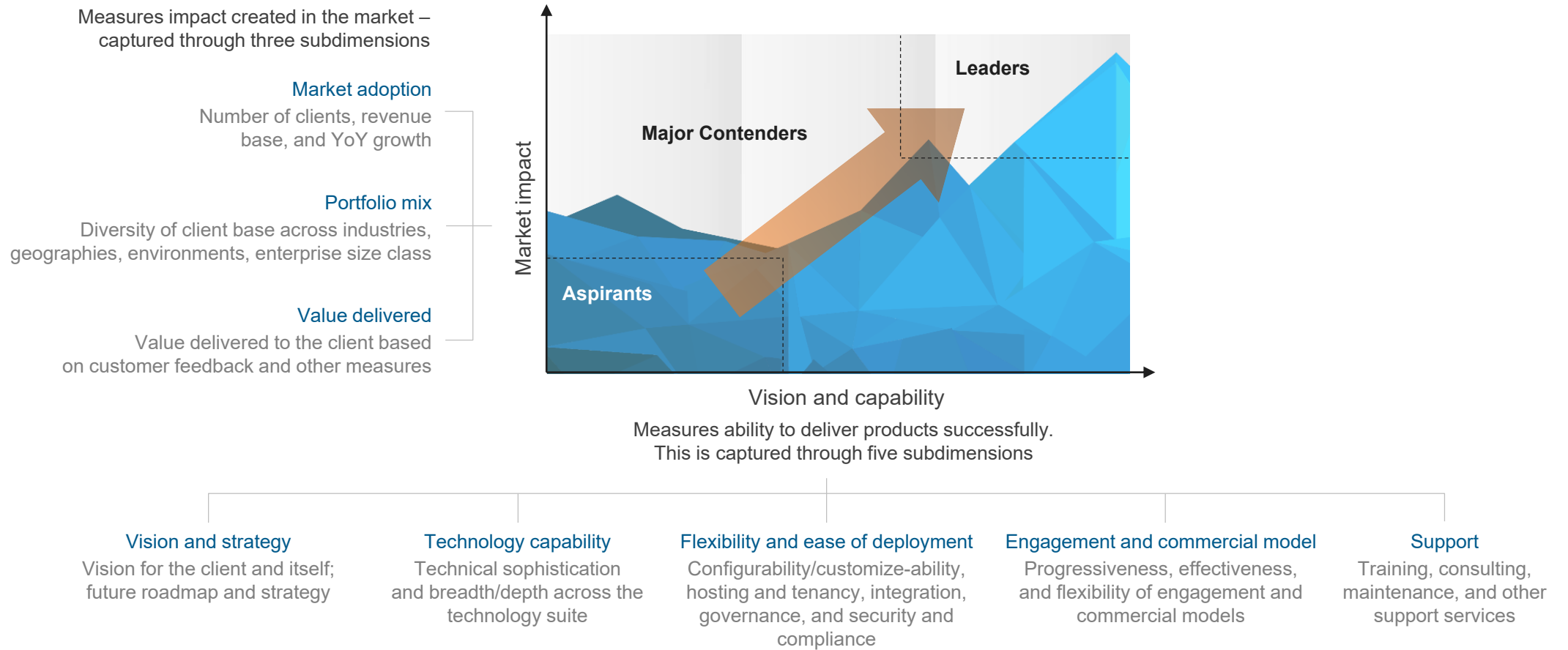
FAQs

# Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



# Products PEAK Matrix® evaluation dimensions



## FAQs

**Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?**

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

**Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?**

A: No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

**Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?**

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

**Q: What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?**

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

**Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?**

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

**Q: Does the PEAK Matrix evaluation criteria change over a period of time?**

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

# Stay connected

Dallas (Headquarters)

info@everestgrp.com

+1-214-451-3000

Bangalore

india@everestgrp.com

+91-80-61463500

Delhi

india@everestgrp.com

+91-124-496-1000

London

unitedkingdom@everestgrp.com

+44-207-129-1318

Toronto

canada@everestgrp.com

+1-214-451-3000

Website

everestgrp.com

Blog

everestgrp.com/blog

Follow us on



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at [www.everestgrp.com](http://www.everestgrp.com).

## Notice and disclaimers

**Important information. Please review this notice carefully and in its entirety. Through your access, you agree to Everest Group's terms of use.**

Everest Group's Terms of Use, available at [www.everestgrp.com/terms-of-use/](http://www.everestgrp.com/terms-of-use/), is hereby incorporated by reference as if fully reproduced herein. Parts of these terms are pasted below for convenience; please refer to the link above for the full version of the Terms of Use.

Everest Group is not registered as an investment adviser or research analyst with the U.S. Securities and Exchange Commission, the Financial Industry Regulatory Authority (FINRA), or any state or foreign securities regulatory authority. For the avoidance of doubt, Everest Group is not providing any advice concerning securities as defined by the law or any regulatory entity or an analysis of equity securities as defined by the law or any regulatory entity.

All Everest Group Products and/or Services are for informational purposes only and are provided "as is" without any warranty of any kind. You understand and expressly agree that you assume the entire risk as to your use and any reliance upon any Product or Service. Everest Group is not a legal, tax, financial, or investment advisor, and nothing provided by Everest Group is legal, tax, financial, or investment advice. Nothing Everest Group provides is an offer to sell or a solicitation of an offer to purchase any securities or instruments from any entity. Nothing from Everest Group may be used or relied upon in evaluating the merits of any investment. Do not base any investment decisions, in whole or part, on anything provided by Everest Group.

Products and/or Services represent research opinions or viewpoints, not representations or statements of fact. Accessing, using, or receiving a grant of access to an Everest Group Product and/or Service does not constitute any recommendation by Everest Group that recipient (1) take any action or refrain from taking any action or (2) enter into a particular transaction. Nothing from Everest Group will be relied upon or interpreted as a promise or representation as to past, present, or future performance of a business or a market. The information contained in any Everest Group Product and/or Service is as of the date prepared, and Everest Group has no duty or obligation to update or revise the information or documentation. Everest Group may have obtained information that appears in its Products and/or Services from the parties mentioned therein, public sources, or third-party sources, including information related to financials, estimates, and/or forecasts. Everest Group has not audited such information and assumes no responsibility for independently verifying such information as Everest Group has relied on such information being complete and accurate in all respects. Note, companies mentioned in Products and/or Services may be customers of Everest Group or have interacted with Everest Group in some other way, including, without limitation, participating in Everest Group research activities.