

Buyer's Checklist

Find the right employee engagement platform for your organization

As you explore employee engagement platforms, it's essential to identify the right fit for your organization's needs. Be sure to research six key areas and check off boxes to ensure you'll get the right capabilities.



Analytics — Are insights targeted and meaningful?

- Interactive dashboards** — on desktop and mobile — automatically analyze feedback to deliver immediate results.
- Role-based reporting** ensures that managers, leaders, and HR teams have the right insights to drive success.
- Intuitive data visualization** highlights opportunities to provide focus and guidance and makes data easy to digest.
- Predictive analytics** reveal employee populations with higher risk of attrition, lower customer satisfaction, or more safety incidents.
- Artificial intelligence** recommends tailored actions for each manager based on their team's results.
- Cross-program analytics** provide a holistic view of the employee journey, from onboarding to exit.



User Experience — Is the platform seamless and intuitive?

- Employee-friendly surveys** offer an elegant user experience on par with leading consumer software.
- Action-taking tools** provide managers with targeted resources and guidance to take collaborative action with the support of their teams.
- A holistic approach** focused on the employee combines engagement, learning, and performance in one platform.
- Best-practice confidentiality, data privacy, security, and global compliance** protect user and stakeholder trust.



People Science Expertise — Is the approach anchored in modern research?

- In-house organizational science experts** help align programs with your strategy and desired outcomes.
- Change management support** builds confidence, excitement, and shared understanding within your organization.
- Industry-leading research** ensures survey design, questions, and action-taking content are informed by best-practice thought leadership.
- Benchmarks** are based on a global pool of anonymized employee data across nearly every industry and include high-performance options.



Comment Analytics — How are insights gleaned from open-ended questions?

- Natural language processing (NLP)** automatically surfaces qualitative insights on sentiment and themes.
- Foreign language translation and analytics** enable insights for diverse global organizations.
- Highly accurate algorithms** organize comments into workplace topics, making them more actionable.



People-centric — Can the solution support People Success strategy?

- Platform can evolve** to support a broader vision for a thriving culture of engaged employees and inspiring leaders.
- Feedback tools** allow every employee to seek, provide, and act on timely input, fostering greater self-awareness and growth.
- Programs for Culture and for Diversity, Inclusion & Belonging (DIBs)** help organizations grow stronger and make progress on goals.
- Employee experience data** is available through integration of de-identified employee feedback with de-identified collaboration data.
- Built-in learning tools and videos** guide users to learn new skills in the flow of work, empowering action and continuous improvement.



Customer Service — Is expert support highly responsive and reliable?

- Reputation for excellent service** is backed by customer satisfaction ratings and reviews.
- Experienced and collaborative customer success team** delivers smooth project implementation and seamless ongoing support as needed.
- Flexible service model** adapts to meet business needs as they evolve over time, including self-serve support, best-practice guidance, and end-to-end survey administration.
- Community resources** include an online knowledge base, as well as access to events and forums with innovative peers to share best practices.

Looking for more tools and tips? Visit the [Glint Resource Center](#) for ebooks, case studies, and more.