

Talent Acquisition Software Provider Perspective

2026 VENDOR ASSESSMENTS

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HCM Solution Intelligence



JazzHR | LEVER | JOBVITE

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The Hackett Group®

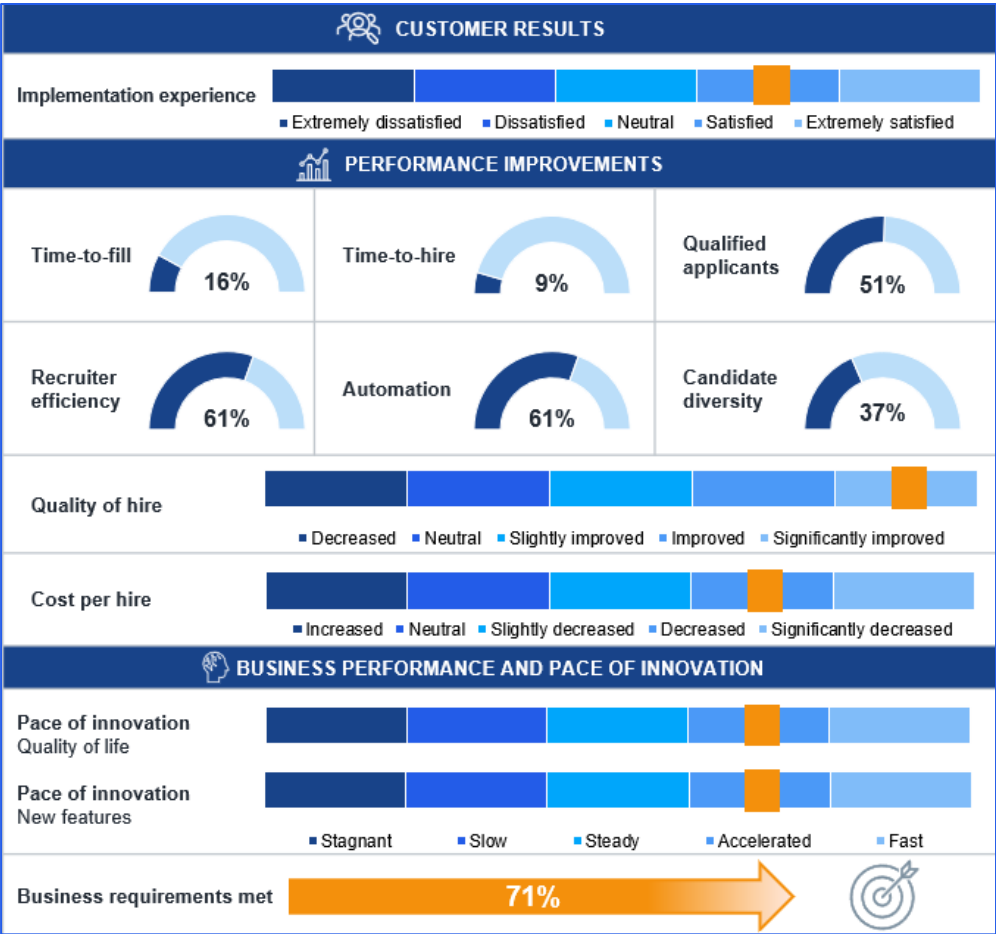
Talent Acquisition

Defining performance

How to read The Hackett Group® 2026 Talent Acquisition Vendor Assessments

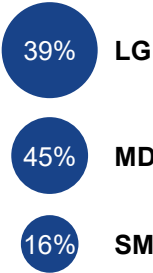
HACKETT CAPABILITY ASSESSMENT			
Global client management	●●●●	Candidate experience	●●●●
UI quality	●●●●	Recruiter experience	●●●●
Implementation support	●●●●●	Candidate relationship management	●●●●
Customer support	●●●●	Internal mobility	●●●●
Vendor ecosystem breadth	●●●●	Interview solutions	●●●●
Technical platform structure/flexibility	●●●●	Candidate assessment	●●●●
Data integration and validation	●●●●	Onboarding	●●●●
AI and emerging technologies	●●●●●	Analytics	●●●●●
● Developing ●● Competitive ●●● Advanced ●●●● Leading ●●●●● Best in class			

Capability ratings (Harvey balls) provide a scale of vendor *capacity* based upon available features and functionality.



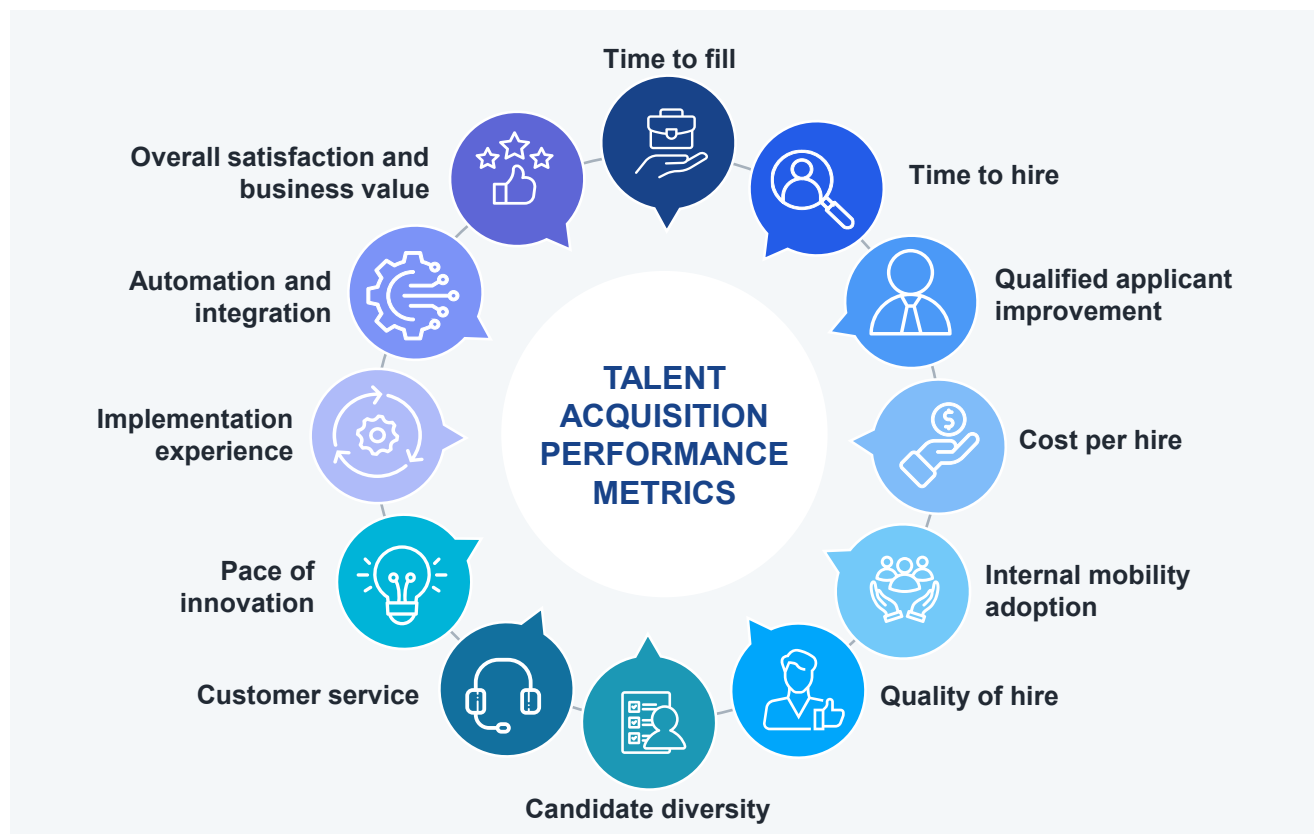
Value realization results provide a scale of vendor delivery based upon customer feedback.

LG = >10,000
MD = 1,000-9,999
SM = <1,000



*Note for buyers: When reviewing results, it is important to keep them in the context of the average customer size each vendor supports, as indicated in their vendor profile.

2026 Talent Acquisition Vendor Assessments | Talent acquisition software providers



Our observations

Capability breadth measures the scope and depth of software features and functions

- Represented through Harvey ball measures, capability ratings measure capacity of talent acquisition technology vendors to bring best-in-class solutions to critical functional areas, such as sourcing, candidate relationship management, interview solutions and analytics.
- Capacity at times exceeds performance by end-users due to several factors, including user awareness, adoption and ease of use.

Value realization measures the ability of the software to positively impact TA performance metrics

- Customers indicated that time to fill, cost per hire and quality of hire are among the most critical metrics HR professionals use to determine the success of TA technology solutions.
- CFOs and other finance personas respond most to cost per hire performance in TA technology assessment.
- CIOs and other IT personas respond most to implementation experience, integration and customer service performance.
- CEO and COO personas pay particular attention to overall business value when assessing technology impacts.
- Pace of innovation is a growing focus for customers that want to ensure they are remaining competitive in their recruiting processes through technology enablement.

Differentiating factors to consider when selecting a talent acquisition solution

- Unified human capital management platform which encompasses adjacent HR functions versus best-of-class TA point solution.
- For HCM platforms, the degree to which adjacent modules are used to enable talent acquisition, e.g., learning and development and performance management.
- Pace of innovation for both quality-of-life improvements and new features to ensure talent acquisitions strategies are fully enabled by the technology.
- Breadth of capabilities and subsequent add-on needs for HR tech stack.
- Industry specialization in recruiting and platform flexibility to address them, e.g., healthcare, manufacturing and franchises.
- Vendor ability to address hiring complexities for frontline and back-office requisitions.
- Alignment with regional or global requirements, e.g., implementation capabilities, support and scalability.
- Integration with existing solutions, platforms and technology, e.g., ERP, HCM and HR point solutions.
- Artificial intelligence use cases, usability, data sources and quality of search, content generation and analytics.
- AI governance, compliance measures and professional certifications.
- Usability and intuitiveness of the solution to drive adoption, particularly in internal mobility and analytics.
- Benchmarking and predictive analytics capabilities for broader talent management initiatives.
- Talent acquisition strategy enablement to impact the broader business and help elevate HR as strategic advisor.



Employ Vendor Profile

COMPANY OVERVIEW

JazzHR recruiting software is built for small and growing businesses that want to streamline hiring without the complexity or cost of enterprise platforms. The platform combines applicant tracking, job posting, interview scheduling and collaborative hiring tools in an easy-to-use solution designed to help lean teams hire faster and stay organized.

Founded: 2008

Headquarters: Denver, CO

Ownership: Private

21,000+
customers

0%

LG

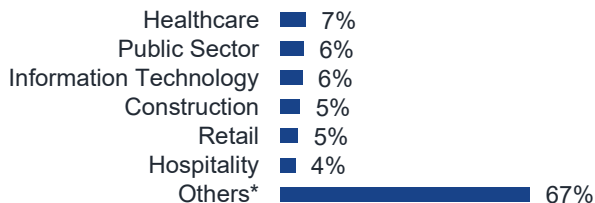
0%

MD

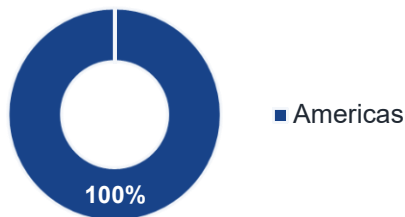
100%

SM

Industries served



*Other include business services, transportation, legal, consumer services and arts.



REPRESENTATIVE CLIENTS

BRILLIANT
EARTH™

evite



L'OCCITANE
EN PROVENCE

//Blenders Sendoso

MAJOR PARTNERS

VerifiedFirst

HiBob



gusto

VONQ

bamboohr™

PRODUCT OVERVIEW

JazzHR is a recruiting software platform designed to help small and midsize businesses attract, evaluate and hire top talent faster. Built to simplify hiring for lean teams, JazzHR combines applicant tracking, job distribution, interview scheduling, collaborative hiring and customizable workflows in one easy-to-use platform.

The platform helps growing organizations streamline every stage of the hiring process from posting jobs to managing candidates and making offers without the complexity of enterprise HR systems. With automation tools, flexible integrations and affordable pricing, JazzHR enables businesses to improve hiring efficiency, create a better candidate experience and scale recruiting as they grow.

KEY SOFTWARE FEATURES



Applicant tracking system: JazzHR streamlines hiring with an intuitive applicant tracking system that automates recruiting workflows, centralizes candidate management and enables collaborative hiring from requisition to offer.



Job postings and syndication: Publish jobs to free and premium job boards, social media channels and branded career pages from a single interface to maximize candidate reach and simplify job distribution.



Interviews and assessments: Coordinate interviews, collect structured hiring feedback and evaluate candidates using customizable scorecards and integrated assessment partners to support consistent, informed hiring decisions.



Reporting: Access real-time dashboards and customize reports that provide visibility into recruiting performance, hiring pipeline health, source effectiveness and team productivity.

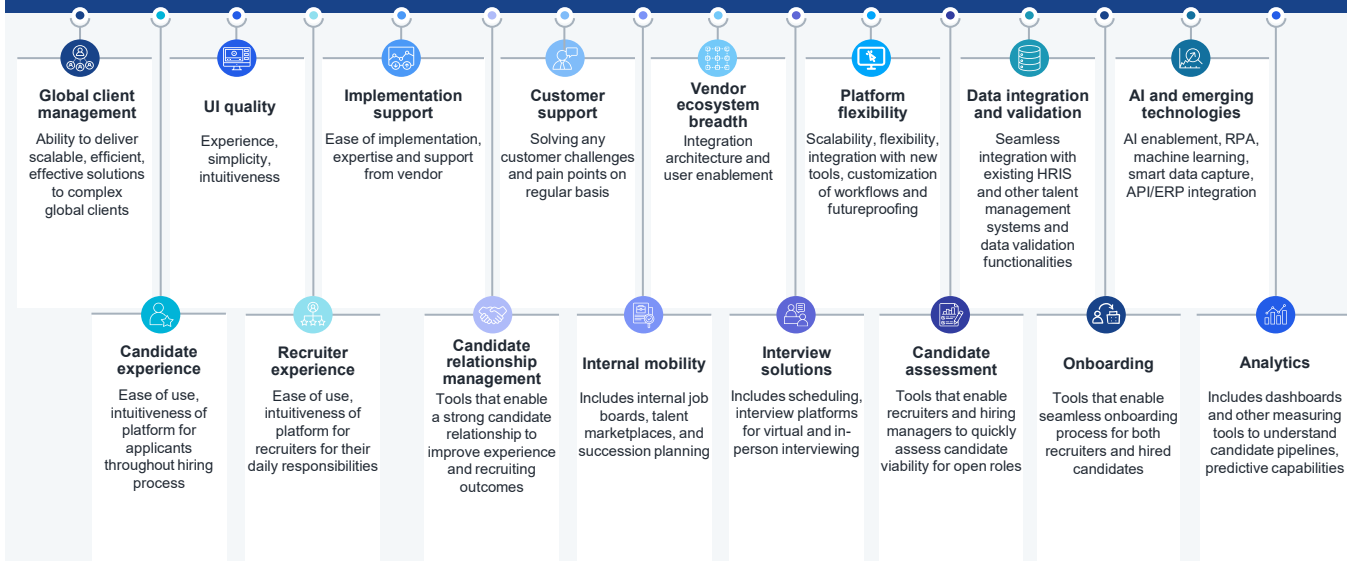


Offers and eSignatures: Create, send and track professional offer letters with built-in electronic signature capabilities to accelerate offer acceptance and reduce manual administrative work.

HACKETT COMMENTARY

“JazzHR offers a solid foundation for low-complexity recruiting needs while providing advanced features to differentiate against competitors targeting the SMB space.”

CAPABILITY OVERVIEW



HACKETT CAPABILITY ASSESSMENT

Global client management	● 1	Candidate experience	● ● ● ●
UI quality	● ● ● ●	Recruiter experience	● ● ● 1/2
Implementation support	● ● ● ●	Candidate relationship management	● ● ● 1/2
Customer support	● ●	Internal mobility	●
Vendor ecosystem breadth	● ● ●	Interview solutions	● ● ● 1/2
Technical platform structure/flexibility	● ● ●	Candidate assessment	● ● ● ●
Data integration and validation	● ● ●	Onboarding	● ● ● 1/2
AI and emerging technologies	● ●	Analytics	● ● ● ●
● Developing		● ● Competitive	
● ● ● Advanced		● ● ● ● Leading	
		● ● ● ● ● Best in class	

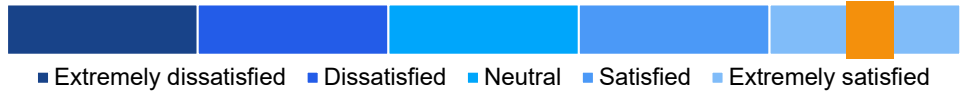
HACKETT CAPABILITY ASSESSMENT KEY FINDINGS

- Part of the Employ brand (consisting of JazzHR, Lever and Jobvite), JazzHR provides talent acquisition capabilities for customers with a lower complexity of recruiting.
- Workflow customization is highly intuitive and easy to adopt, reducing learning curves for both recruiters and hiring managers.
- Automation solutions speed recruiter daily tasks in areas such as interview scheduling, candidate screening and communications.
- JazzHR's Talent Fit solution accelerates candidate sourcing by using AI-powered matching to identify and rank candidates based on their fit for a role, helping hiring teams quickly focus on the most qualified talent.
- User interface is clean and intuitive, providing easy navigation for recruiters to manage the talent funnel, shortlist candidates and communicate with them.
- Score-based evaluations gathered from hiring managers and other interviewers during the interview process collates results for quick candidate assessments.
- Real-time dashboards and customizable reports provide visibility into recruiting performance, pipeline activity, sourcing effectiveness and hiring outcomes to enhance talent acquisition strategy.



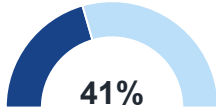
ISOLVED CUSTOMER RESULTS

Implementation experience

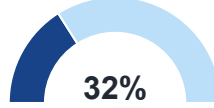


PERFORMANCE IMPROVEMENTS

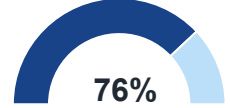
Time to fill



Time to hire



Qualified applicants



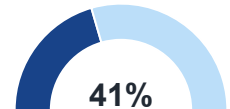
Recruiter efficiency



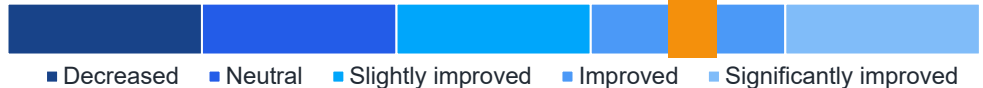
Automation



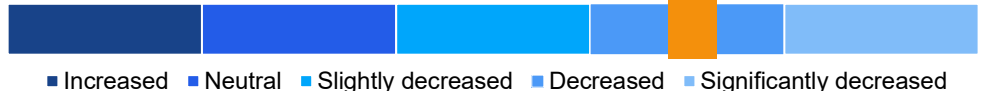
Candidate diversity



Quality of hire



Cost per hire



BUSINESS PERFORMANCE AND PACE OF INNOVATION

Pace of innovation

Quality of life



Pace of innovation

New features



■ Stagnant

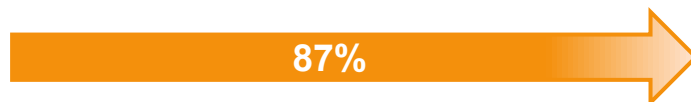
■ Slow

■ Steady

■ Accelerated

■ Fast

Business requirements met



HACKETT VALUE REALIZATION KEY FINDINGS

- JazzHR customers are comprised of SMB organizations (<1000 FTE) based in North America.
- Implementation is a streamlined process. When support is needed, customers are highly satisfied with the vendor's response and resolution times.
- Customer service is highly rated, with customers citing ease of contacting support and support staff knowledge of the solution to quickly resolve challenges. Customer success is also viewed positively, as customers state they are kept well-informed of new features and capabilities as they are released.
- JazzHR is cited as easily integrating with broader HCM suites. Customers expressed confidence in the quality of data transfer.
- Customers state that an average of 89% of their recruiting activity is managed by the solution, which is highly valuable to the target SMB customer base seeking to keep HR tech stacks small.

COMPANY OVERVIEW

Lever is an AI-powered recruiting platform that combines applicant tracking (ATS), candidate relationship management (CRM), automation and analytics in one unified solution. Built for growing and scaling teams, Lever helps recruiters streamline sourcing, interview scheduling, collaboration and candidate engagement while improving hiring efficiency and visibility across the entire recruiting funnel.

Founded: 2012

Headquarters: Denver, CO

Ownership: Private

**2,800+
customers**

0%

LG

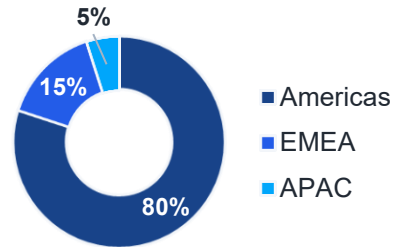
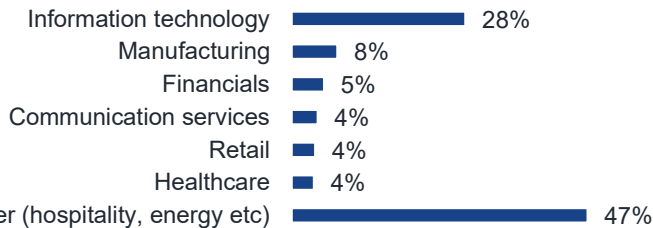
6%

MD

94%

SM

Industries served



REPRESENTATIVE CLIENTS



MAJOR PARTNERS



PRODUCT OVERVIEW

Lever is an AI-powered recruiting platform that combines applicant tracking (ATS) and candidate relationship management (CRM) into a single system. It helps hiring teams manage the full recruiting lifecycle from sourcing and nurturing candidates to interviewing, collaboration and offers in one unified workflow.

Built for growing and scaling organizations, Lever emphasizes automation, analytics and relationship-driven recruiting to improve hiring efficiency, strengthen candidate pipelines and deliver a more consistent hiring experience.

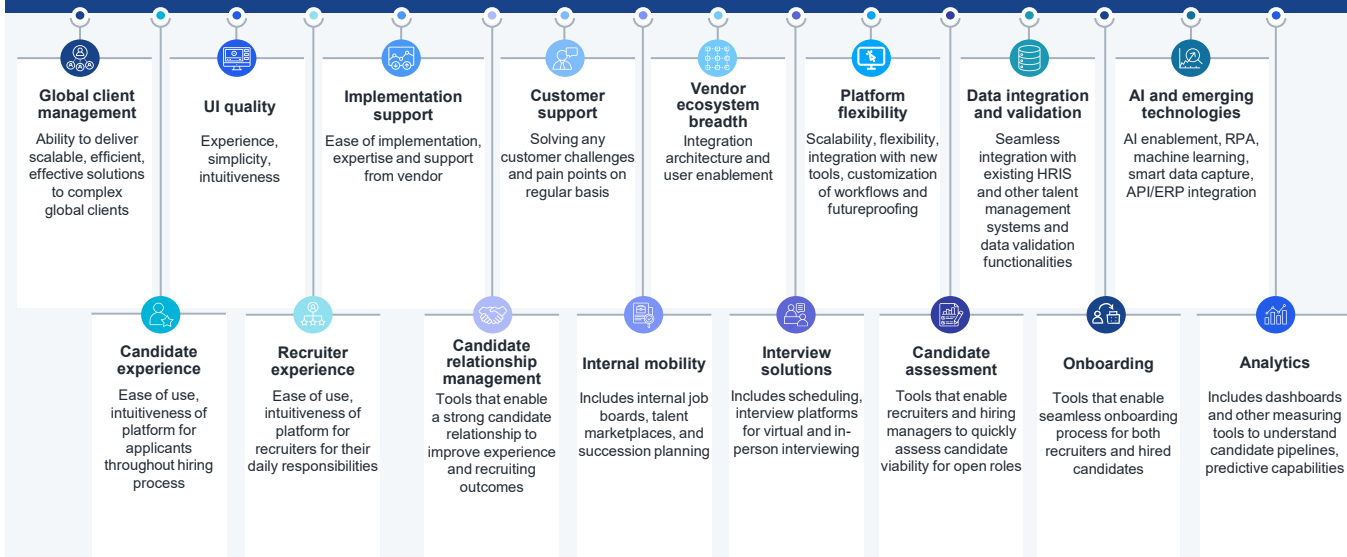
KEY SOFTWARE FEATURES

-  **Applicant Tracking System:** Lever combines applicant tracking and collaborative hiring in a single platform, enabling recruiting teams to manage candidates efficiently from application through offer.
-  **Automation workflows:** Configurable automation streamlines repetitive recruiting tasks, including candidate communications, interview scheduling, stage progression and workflow triggers, improving efficiency and consistency.
-  **Candidate relationship management:** Lever's integrated CRM helps organizations build, nurture and rediscover talent through personalized engagement, talent pools, campaigns and candidate relationship tracking.
-  **Integrations:** Lever connects with a broad ecosystem of HR technology partners, enabling seamless integrations with HRIS, sourcing, assessments, background checks, onboarding, productivity tools and other recruiting solutions.
-  **Reporting and analytics:** Real-time dashboards, customizable reports and advanced analytics provide recruiters and leaders with actionable insights into pipeline performance, hiring efficiency, recruiter productivity and recruiting ROI.
-  **AI screening:** AI screening automatically evaluates every applicant against job requirements using combined application and resume data, helping recruiters identify qualified candidates faster while maintaining transparency and consistency.
-  **AI interview transcripts and summaries:** AI-powered interview transcripts and summaries automatically capture interview conversations, generate concise recaps and highlight key candidate insights to improve collaboration and accelerate hiring decisions.
-  **Candidate fraud signals:** Uses AI to identify potential indicators of candidate fraud, including inconsistencies in interview behavior and application information, helping recruiters make informed hiring decisions while reducing hiring risk.

HACKETT COMMENTARY

“Lever’s flexibility and rapid pace of innovation – particularly around AI and candidate fraud solutions – positions the vendor well for customers seeking to scale alongside their solution.”

CAPABILITY OVERVIEW



HACKETT CAPABILITY ASSESSMENT

Global client management	●●●	Candidate experience	●●●●
UI quality	●●●●	Recruiter experience	●●●●
Implementation support	●●●	Candidate relationship management	●●●
Customer support	●●●	Internal mobility	●●●
Vendor ecosystem breadth	●●●●	Interview solutions	●●●●
Technical platform structure/flexibility	●●●●	Candidate assessment	●●●●
Data integration and validation	●●●●	Onboarding	●●●
AI and emerging technologies	●●●●	Analytics	●●●●

● Developing ●● Competitive ●●● Advanced ●●●● Leading ●●●●● Best in class

HACKETT CAPABILITY ASSESSMENT KEY FINDINGS

- Part of the Employ brand (consisting of JazzHR, Lever and Jobvite), Lever provides talent acquisition capabilities for customers in growth mode who require a scalable and flexible solution.
- Lever is at the forefront of the Employ brands for execution of AI-based solutions such as Talent Fit and Fraud Signals. The vendor ensures that human-in-the-loop is ingrained across its AI applications to ensure recruiters maintain quality in their candidate and hiring manager interactions.
- Talent Fit speeds candidate sourcing through intelligent matching paired with analytics to demonstrate the business impact. AI-screening provides transparency in evaluation and provides loss-risk indicators to ensure candidate prioritization.
- Fraud Signals provides AI-powered insights at key stages of the hiring process to protect organizations against candidate fraud. Additional checkpoints throughout the hiring lifecycle are in development.
- Candidate relationship management functionality includes AI-based message generation to provide greater personalization in communications.
- Similar to Jobvite, the Pillar acquisition in 2025 has enhanced the interview process for end users, providing advanced automation and insights.
- Partnership with Onboarded offers a hyper-personalized experience for new hires while ensuring all necessary information is gathered prior to day one.



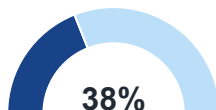
LEVER CUSTOMER RESULTS

Implementation experience

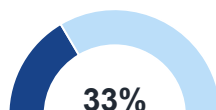


PERFORMANCE IMPROVEMENTS

Time to fill



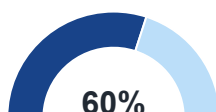
Time to hire



Qualified applicants



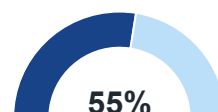
Recruiter efficiency



Automation



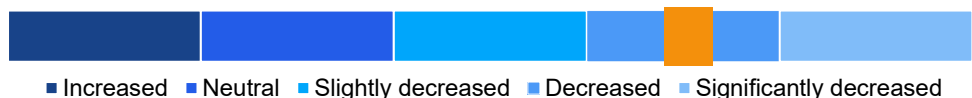
Candidate diversity



Quality of hire



Cost per hire



BUSINESS PERFORMANCE AND PACE OF INNOVATION

Pace of innovation

Quality of life



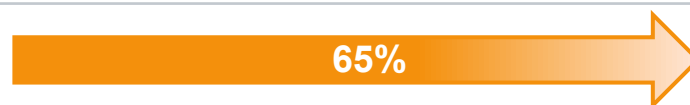
Pace of innovation

New features



■ Stagnant ■ Slow ■ Steady ■ Accelerated ■ Fast

Business requirements met



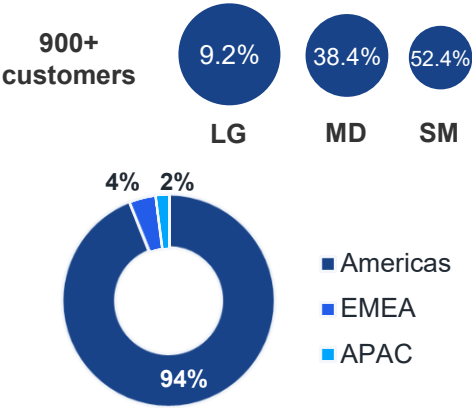
HACKETT VALUE REALIZATION KEY FINDINGS

- Implementation timelines are consistently met, and customers are generally satisfied with support from the vendor.
- Workflow customization is frequently cited as easy to use and highly effective for recruiters to meet their specific hiring-process needs.
- Talent Fit has made a significant improvement to candidate sourcing speed. Customers appreciate the transparency the tool provides behind its logic so recruiters can validate the results.
- Fraud Signals are viewed as useful for protecting against candidate fraud. Customers are enthusiastic for continued expansion of the capability.
- Analytics capabilities are well received for understanding talent trends. There is increasing interest among customers to utilize the platform's benchmarking capabilities against like companies.

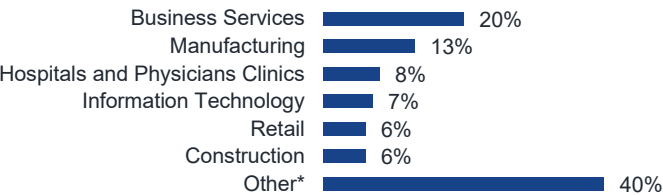
COMPANY OVERVIEW

Jobvite delivers better hiring without the trade-offs. An AI-powered talent acquisition platform built for complex and high-volume hiring, Jobvite gives teams the analytics, automation and advanced recruitment marketing they need to hire smarter, faster and more human.

Founded:	2006
Headquarters:	Denver, CO, US
Ownership:	Private



Industries served



*Other includes financials, organizations, education, hospitality, utilities, energy, waste and healthcare.

REPRESENTATIVE CLIENTS



MAJOR PARTNERS



PRODUCT OVERVIEW

Jobvite is a comprehensive, AI-powered talent acquisition suite built for complex and high-volume hiring. It covers the full recruiting lifecycle, from sourcing and recruitment marketing through screening, interviewing and onboarding. Jobvite embeds IBM watsonx.governance for responsible AI, ensuring transparent, bias-aware and compliant hiring practices across every AI-powered feature. Key capabilities include:

- Advanced recruitment marketing (CRM, job distribution, multibrand career sites, referrals)
- Comprehensive analytics with competitive benchmarking and AI recommendations
- LinkedIn CRM Connect to access LinkedIn data inside Jobvite's CRM without switching systems
- Flexible automation and configurable workflows

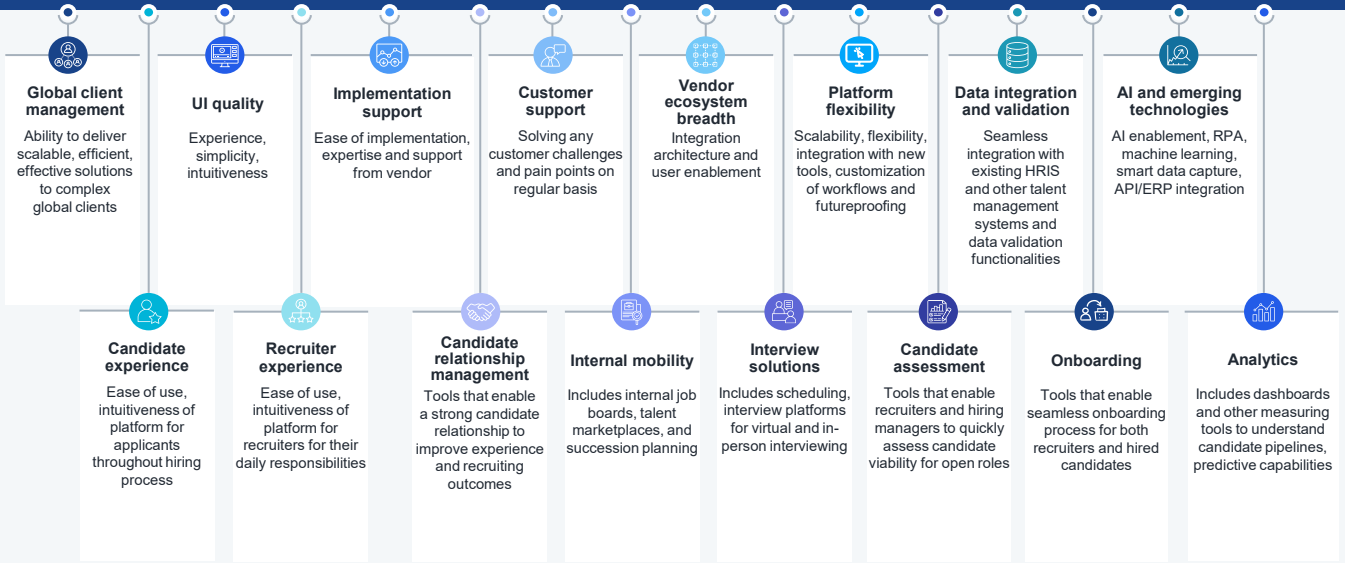
KEY SOFTWARE FEATURES

- Applicant tracking:** Streamlines hiring with intelligent automation and configurable workflows to accelerate recruitment outcomes at scale.
- Recruitment marketing:** Multichannel engagement tools, including CRM, job distribution, email and text campaigns, and multibrand career sites to attract, nurture and convert talent.
- Employee referrals and internal mobility:** Enables employees to easily share opportunities with their networks for high-quality hires, while empowering them to explore and grow within their current organization.
- Analytics:** 60+ standard and custom reports with AI-driven recommendations and competitive benchmarking through the ROI dashboard, giving every stakeholder from recruiters to executives the insights they need.

HACKETT COMMENTARY

“Jobvite continues to expand its breadth of offerings through organic growth and strategic acquisition, leading to a well-rounded solution that offers strong functional capabilities alongside a flexible architecture to meet complex hiring needs.”

CAPABILITY OVERVIEW



HACKETT CAPABILITY ASSESSMENT

Global client management	●●●●	Candidate experience	●●●●
UI quality	●●●●	Recruiter experience	●●●●
Implementation support	●●●●	Candidate relationship management	●●●●
Customer support	●●●●	Internal mobility	●●●●
Vendor ecosystem breadth	●●●●	Interview solutions	●●●●
Technical platform structure/flexibility	●●●●	Candidate assessment	●●●●
Data integration and validation	●●●●	Onboarding	●●●●
AI and emerging technologies	●●●●	Analytics	●●●●
● Developing ●● Competitive ●●● Advanced ●●●● Leading ●●●●● Best in class			

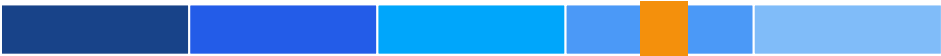
HACKETT CAPABILITY ASSESSMENT KEY FINDINGS

- Part of the Employ brand (consisting of JazzHR, Lever and Jobvite), Jobvite provides talent acquisition capabilities for customers requiring more sophisticated functionality for complex hiring needs.
- Jobvite offers extensive workflow customization for users for all functions, lending itself to advanced automation. The vendor works with customers at the implementation phase to create baseline workflows but also offers self-service options.
- CRM functionality offers highly automated and configurable nurture campaigns with candidate tracking.
- Employ’s acquisition of Pillar in 2025 has greatly enhanced customers’ interview experience, providing structured interviews, insights and AI-generated summaries. Standardization of interview processes assists recruiters in candidate assessment.
- Through partnership with Onboarded, Jobvite offers a hyperpersonalized onboarding experience for new hires that generates enthusiasm for the new role while gathering all vital information.
- Reporting and analytics are comprehensive. Performance benchmarks, which provide insights on recruiting metrics across like companies, delivers valuable insights for organizational improvement and the “art of the possible.”



JOBVITE CUSTOMER RESULTS

Implementation experience

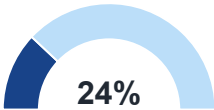


■ Extremely dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Extremely satisfied

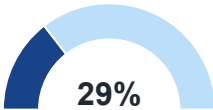


PERFORMANCE IMPROVEMENTS

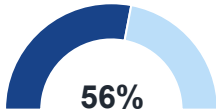
Time to fill



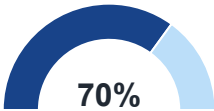
Time to hire



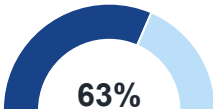
Qualified applicants



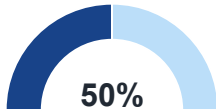
Recruiter efficiency



Automation



Candidate diversity



Quality of hire



■ Decreased ■ Neutral ■ Slightly improved ■ Improved ■ Significantly improved

Cost per hire



■ Increased ■ Neutral ■ Slightly decreased ■ Decreased ■ Significantly decreased



BUSINESS PERFORMANCE AND PACE OF INNOVATION

Pace of innovation
Quality of life

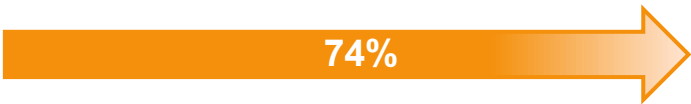


Pace of innovation
New features



■ Stagnant ■ Slow ■ Steady ■ Accelerated ■ Fast

Business requirements met



HACKETT VALUE REALIZATION KEY FINDINGS

- Customers cite the value of Jobvite’s breadth of capabilities and the flexibility of the platform.
- Customers report an increase of over 100% in applicants per opening, citing the value of the Jobvite Engage platform to be more strategic in recruitment marketing and candidate rediscovery. Candidate application processes are streamlined, also improving completion rates.
- Talent Fit is viewed as a valuable tool to speed the candidate sourcing process, and the transparency of the matching logic is valued by recruiters.
- Integration results are well received, with customers citing ease of execution and confidence in data transfer quality.
- Interview solutions such as the one-way video screening tool and scheduling capabilities are cited as very effective time-saving tool for hiring managers.

Talent Acquisition 2026 Vendor Assessments

Study Findings

Executive summary | Talent acquisition



Market dynamics

- AI is shifting from focus on recruiter productivity to end-to-end hiring orchestration for all stakeholders.
- Core functionality is converging among talent acquisition vendors as table stakes, with differentiation now focused on AI effectiveness, workflow automation and intelligent application of vendor ecosystems.
- Organizations realize the greatest value from their talent acquisition technology when paired with process and policy improvements to maximize outcomes.
- Organizations are increasingly making vendor selections based upon business outcomes, particularly in decisions for AI capability adoption due to cost.



Go-to-market impacts

- Leading vendors are investing heavily in agentic AI applications to improve human-machine orchestration outcomes.
- Vendors are increasingly messaging their solutions around business outcomes from a productivity, workload and cost saving perspective.
- Organizations are progressively discerning the impacts of talent acquisition technology alongside change management to improve processes.
- Vendors are experimenting with different approaches to pricing AI solutions (e.g., tokens, outcomes based) to determine what resonates most with different customer sets.



Stakeholder investment

- The impact of talent acquisition technology continues to grow well beyond the HR function, involving stakeholders across the C-suite.
- Vendors must effectively communicate the impacts across the business to the right personas to encourage investment.
 - CHRO – recruiter productivity, workload reduction, quality of hire
 - CFO – cost per hire, workload reduction, advanced functionality and AI costs
 - CIO – tech stack consolidation, integration effectiveness, AI governance
 - CEO – winning the war for talent, demonstrated business value



Hackett perspective

“AI’s greatest impact on talent acquisition is realized through improved business outcomes, not the number of features adopted. Leading organizations are using AI to transform recruiting into a strategic business function through increased recruiter capacity, automated administrative tasks and accelerated hiring decisions.

As AI adoption expands, the importance of governance, transparency and human in the loop will receive equal consideration alongside functionality in vendor selection.”

Executive summary | Talent acquisition



Research overview

- The Hackett Group's research focused on 12 talent acquisition software solution providers that span the SMB, mid and enterprise markets.
- The report includes vendors that provide critical capabilities to the talent acquisition function, including candidate sourcing, candidate relationship management, interview solutions, analytics and onboarding.
- AI adoption across organizations is picking up pace and is realizing significant operational performance improvements in areas such as candidate matching and interview solutions.



Talent acquisition capabilities

- The push for AI-powered solutions across the hiring lifecycle has led to multiple methods of approaching the market. Vendors offer embedded AI as part of their overall platform, add-on solutions or a combination of these two methods.
- Product roadmaps for the next 12-24 months show significant investment in agentic AI solutions designed to speed recruiters' daily tasks while improving the candidate experience through conversational interfaces that provide a personalized, guided approach.
- Vendors have also continued to expand upon advanced automation capabilities where AI is not crucial for improved performance.



Value realization

- Vendors continue to push the limits in performance improvement for their customers. For time to fill and time to hire, customers recognized a 32% improvement on average.
- Vendors within this study on average meet 74% of their customers' business requirements for talent acquisition, reducing needs for expanding tech stacks.
- Pace of innovation for quality-of-life improvement as well as new features are viewed as moving at a steady or accelerated pace by all customers.



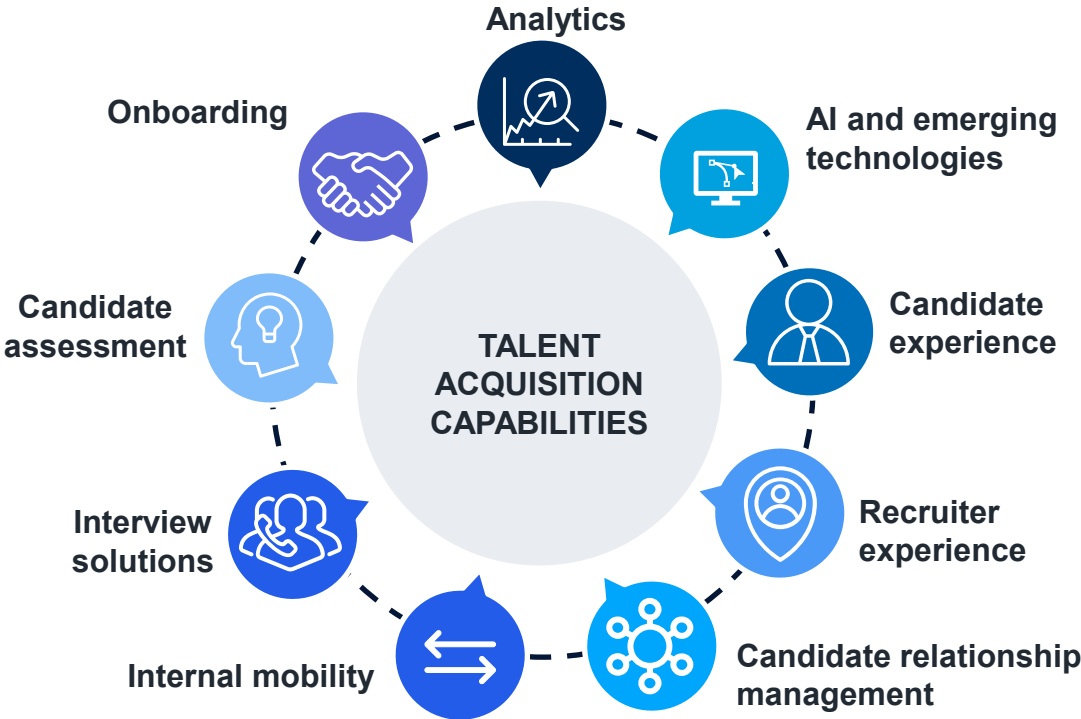
Automation and intelligence

- Automation improved an average of 72% across all customers in the study. Recruiting efficiency increased by 70% on average.
- Job description generation and candidate matching remain the most frequently cited use cases for AI solutions, but customers are starting to expand usage in areas such as advanced analytic reporting to enable strategic workforce planning.
- Customers want improved transparency in candidate matching logic to ensure their AI capability is identifying the right talent.
- Candidate fraud detection is a fast-growing use case for AI that is early in adoption but is eagerly anticipated by the customer base.

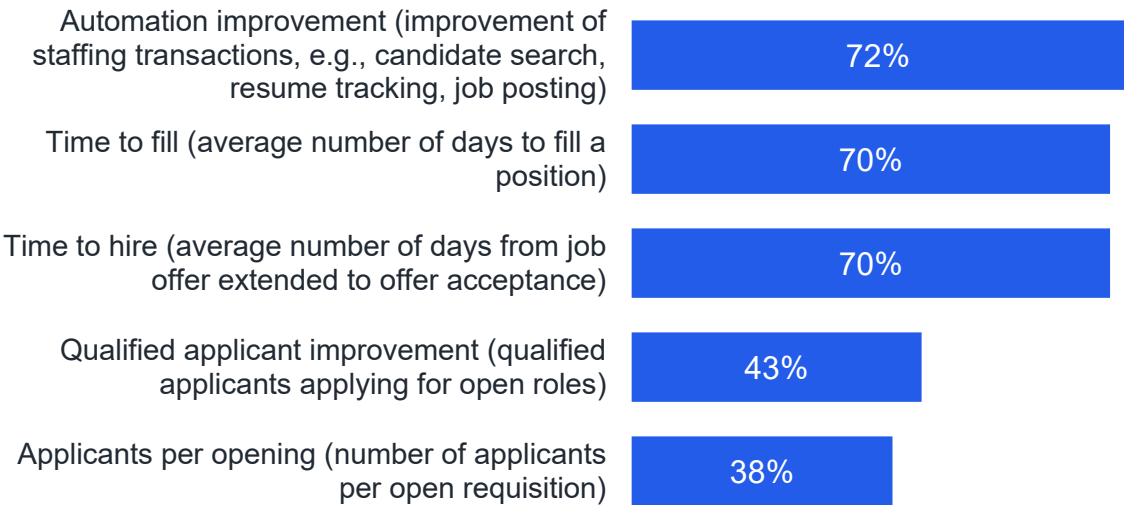
Scope for the 2026 Talent Acquisition Vendor Assessments

What is talent acquisition?

Talent acquisition encompasses the strategies and operations involved in finding and hiring skilled employees. HR teams use talent acquisition software to identify, assess and hire candidates to fill open positions while streamlining and automating the hiring process. Talent acquisition technologies include applicant tracking systems (ATS), sourcing tools, interview scheduling, onboarding tools and analytics.



Top five priorities achieved with talent acquisition technology applications, according to buyers



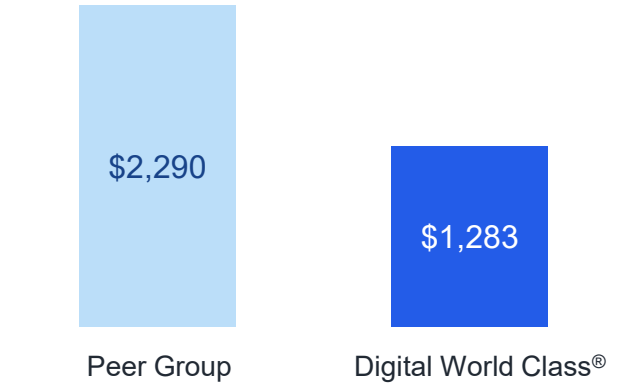
Value realization | Why organizations address their talent acquisition processes and technology



- Position opening to job offer extended
- Job offer extended to offer acceptance
- Job offer acceptance to first day of work

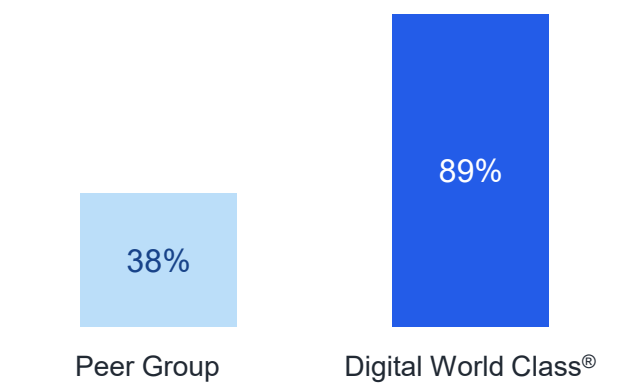
Time to fill and time to hire are two of the most critical metrics buyers examine when considering talent acquisition technology solutions. DWC organizations realize a 31% reduction in these timeframes for managerial roles, 25% reduction for professionals and 19% reduction for clerical roles.

Process cost per internal and external hire/placement



According to Hackett's latest benchmarks, DWC organization spend an average of 44% less than peers for hiring actions.

Percentage of TA transactions automated

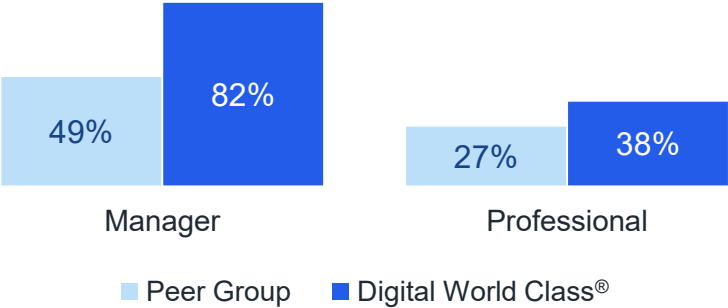


AI applications and advanced automation continue to impact all organizations. While DWC organizations have significantly higher percentages of TA transactions automated, peer group percentages are rising as well.

Source: The Hackett Group®

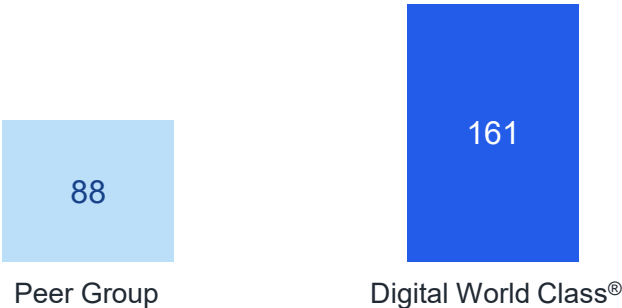
Value realization | Why organizations address their talent acquisition processes and technology (cont.)

Percent of positions filled internally



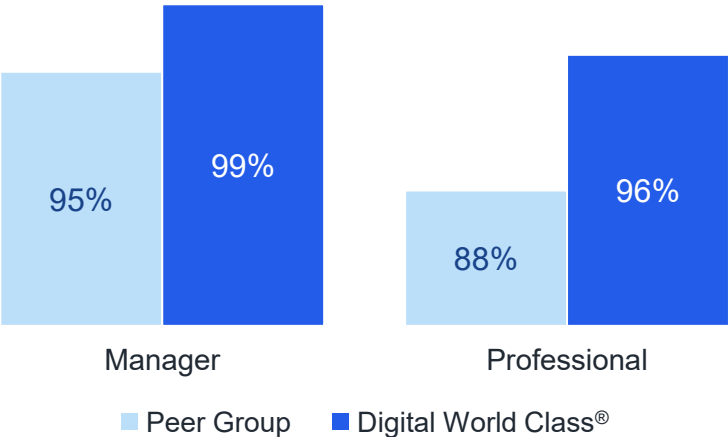
DWC organizations more frequently use internal talent pools to fill open roles. These organizations leverage advanced skills capture and employee engagement in talent mobility solutions.

Hire/placement rate per HR FTE



Recruiter productivity is enhanced through the thoughtful application of automation and AI technologies in addition to structured hiring processes. DWC organizations realize an 83% increase in placement rates compared to peers.

First-year retention rates



First-year retention rates are one metric that can help establish quality of hire as an indicator of candidate fit. DWC organizations on average have 6% higher retention rates across the business.

Source: The Hackett Group®

Executive insights | Talent acquisition vendor perspectives



Key software provider market characteristics

Pricing models

- Common pricing methods are one-time implementation fees, annual software license fees (SaaS) and add-on fees for additional features/functionality. Per Employee Per Month (PEPM) is common for HCM suites.

Geography and industry support

- Geographic presence importance varies significantly across customers based on business model. Software providers are well represented in North America, EMEA and APAC. Vendors with more limited geographic reach use partnerships to assist global customers.
- Industry knowledge for specialized hiring is particular advantageous for complex hiring needs (e.g., healthcare, higher education and manufacturing).

Hiring lifecycle coverage

- The expectation for talent acquisition suites is end-to-end hiring lifecycle coverage with integrations for niche capabilities specific to customer needs. Onboarding is considered table stakes for talent acquisition point solutions, though customers often opt to use their HCM provider for that capability.

AI and advanced analytics

- Predictive analytics is growing in popularity among customers and availability from vendors is improving. Benchmarking is of increasing interest for customers seeking to understand their performance against like companies to better understand talent market trends.
- Agentic AI is increasingly common across vendors within this study, though the complexity of those agents varies. Some vendors offer simple conversational assistant functionality while others offer more advanced agentic capabilities in areas such as candidate matching, communications and internal mobility.

Streamlined interface to enable expanded functionality

- As available functions expand in breadth and complexity, customers want streamlined interfaces to reduce learning curves for users. In response, vendors are offering conversational interfaces for recruiters to complete daily tasks.
- Analytics are frequently cited as the least user friendly. Vendors that simplify the process while maintaining depth of analysis receive best reviews from customers.

Integration capabilities

- API integrations with point solutions and broader HCM applications are critical for holistic analytics capabilities to enable broader talent strategy, in addition to an onboarding process that is easy for new hires and mostly touchless for recruiters.
- Vendors continue to expand their marketplace ecosystems to encourage adoption of preferred partners to the tech stack that have greater reliability for integration quality.

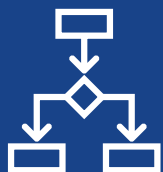
Functionality enhancements

- Features that are resonating in the market as leading edge include:
 - Interview solutions that enhance scheduling (including candidate self-scheduling and rescheduling, panel interviews), candidate assessment through integrated scorecards and interviewee acumen (e.g., generative AI interview prompts and structured interview processes).
 - Predictive and benchmarking analytics to inform talent strategies.
 - Internal mobility powered by marketplace functionality and skills capture that encourages employee engagement while proactively providing recruiters with detailed internal talent intelligence.
 - Candidate matching that shows transparency in AI logic to provide assurances to recruiters around the feature's efficacy.



Software provider differentiation focus areas

Executive insights | Customer perspectives



Service delivery model considerations

Challenges or barriers to talent acquisition process improvement

- AI adoption reticence is waning regarding use case, but cost concerns are rising as a predominant factor in utilization. Variations in transactional models and embedded AI lead to customer confusion on cost.
- HR tech stack integrations can be complex and lead to data integrity/accuracy challenges. This complexity is furthered when tied into broader ERP functions.
- Pricing tiers offered by some vendors can be rigid and restrict a la carte purchase options, leading to payments for unused features and reduced value realization.
- Internal mobility functionality is highly dependent upon workforce adoption or a highly automated data capture functionality to provide a clear picture of existing skill sets.
- Talent intelligence initiatives are dependent on holistic data sets across HCM but also in adjacent business functions, such as finance.
- Limited recruiter awareness/adoption of all functions and features offered by TA platforms can reduce optimized usage, highlighting the importance of a strong customer success strategy.
- Stakeholder buy-in requirements beyond the CHRO are commonplace, including personas such as CFOs, CPOs and CIOs.

Types of solutions deployed

- Applicant tracking system (ATS) point solutions.
- Recruiting modules offered as part of an end-to-end HCM platform.
- Point solutions in areas such as candidate relationship management, recruitment marketing and talent intelligence.
- AI agents as standalone add-ons to platforms.



Solution features and improvement opportunities

Solution features

- Talent acquisition solutions are moving to the next stage of evolution in their AI journeys with a heavy focus on agentic solutions.
- Improved automation across the hiring lifecycle is reducing recruiter workload while improving candidate experience and speeding time to fill/time to hire performance.
- Interview scheduling is increasingly touchless for the recruiter through intelligent integrations with calendar applications as well as native functionality.
- Increasing integration of recruiting functions with broader HCM is assisting with skills capture of new hires as they arrive, organically creating skills ontologies.
- Mobile enablement is considered table stakes for talent acquisition platforms and is used heavily, particularly in frontline worker scenarios. Recruiters and hiring managers are increasingly able to perform most tasks via mobile applications as well.

Improvement opportunities

- Customers want greater transparency in cost for AI solutions, particularly those packaged in a transactional payment model.
- Candidate matching solutions require additional refinement to ensure no strong matches are lost.
- An expanded focus on benchmarking for organizations included within analytics platforms can improve customer performance by showing the “art of the possible.”
- Structured interview processes that can be standardized across organizations can improve reporting outcomes and recruiting performance reviews.
- Expansion of candidate fraud mitigation technologies is strongly desired by customers, including checkpoints across the hiring lifecycle, not just top-of-funnel.

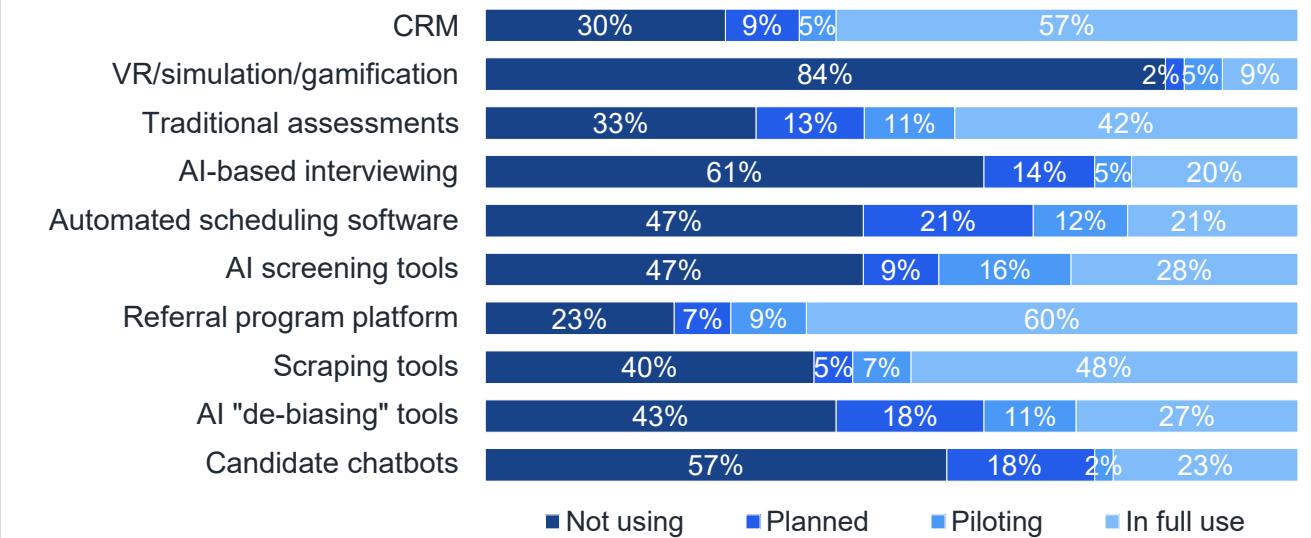
- Standardize talent acquisition processes across the organization to improve reporting and benchmarking.
- Identify AI solutions that are meaningful value add versus “nice to have” to keep solutions from becoming cost prohibitive.
- Use candidate matching that includes transparency behind selection process.
- Identify redundant features across multiple providers to reduce tech stack size and cost.
- Personalize candidate communications to improve experience for all applicants, regardless of disposition for open roles.
- Integrate recruiting analytics with broader HCM analytics to inform talent strategies and create proactive plans.
- Use predictive and benchmarking analytics to elevate talent acquisition’s influence on business strategy.
- Seek streamlined interface options to reduce recruiter learning curves.
- Use engaging onboarding platforms to foster new hire enthusiasm.



Talent acquisition technology adoption is on the rise but receives mixed reviews in its effectiveness

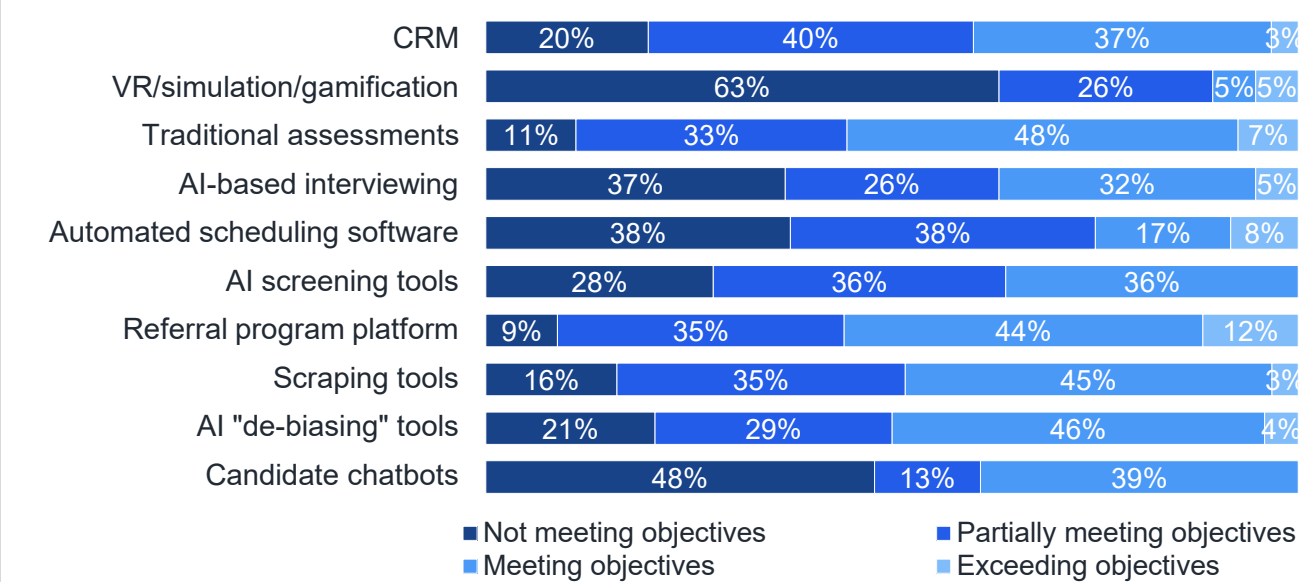
Talent acquisition technology adoption and effectiveness

ADOPTION



Talent acquisition technology application adoption across the hiring lifecycle is increasing, with most reaching majority adoption over the next year. Vendors are consistently messaging the importance of technology adoption that touches all major points of the hiring process, and this messaging is starting to resonate with organizations. Exceptions to this include VR applications, which customers find relevant in niche situations only, in addition to AI-based interviewing and candidate chatbots, with customers still expressing some reticence in delegating those tasks to AI applications, preferring to keep human in the loop more explicitly.

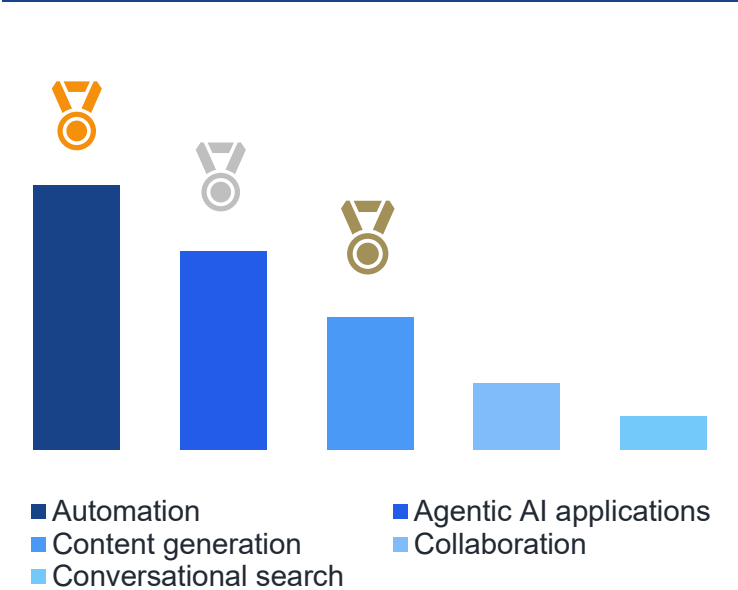
EFFECTIVENESS



Across all technologies, organizations' views on effectiveness are mixed. Only two areas (assessments and referral programs) report over 50% of organizations stating objectives are fully met. AI-based applications meet objectives for under 40% of organizations currently as organizations continue to learn the right mix of human and AI applications to reach desired business outcomes.

AI is delivering value in key areas and scaling rapidly across talent acquisition and adjacent functions

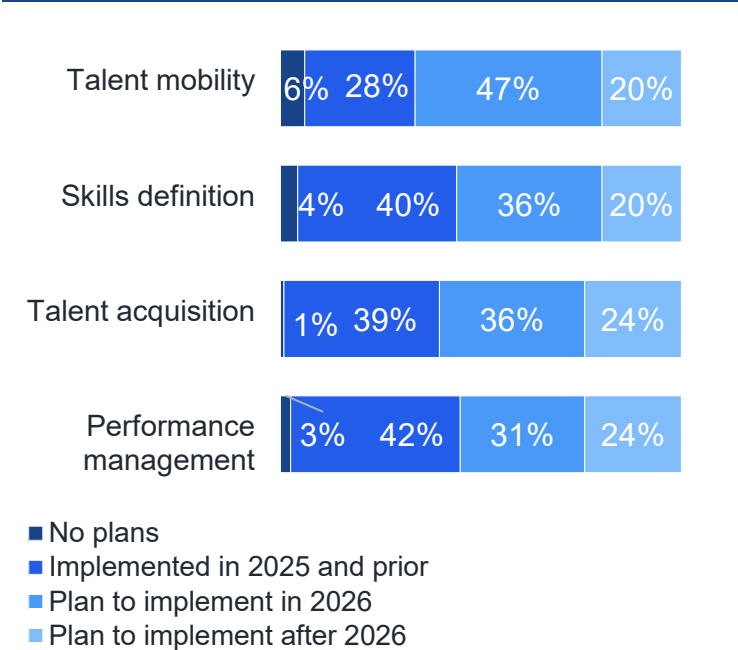
AI/Gen AI functionality that provided the most value



Source: The Hackett Group® 2026 Talent Acquisition Vendor Assessments Study

Participants reported automation as the most significant feature of AI functionally that has added value to TA processes. Advanced workflows that reduce recruiter workloads for daily tasks improve productivity while creating a better candidate experience through a faster recruiting process. This is followed by agentic AI applications (e.g., interview scheduling, candidate fraud screening, interactive chat functionality), content generation (e.g., job description creation, interview question prompts), collaboration (e.g., candidate assessment) and conversational search (e.g., talent funnel search, analytics discovery).

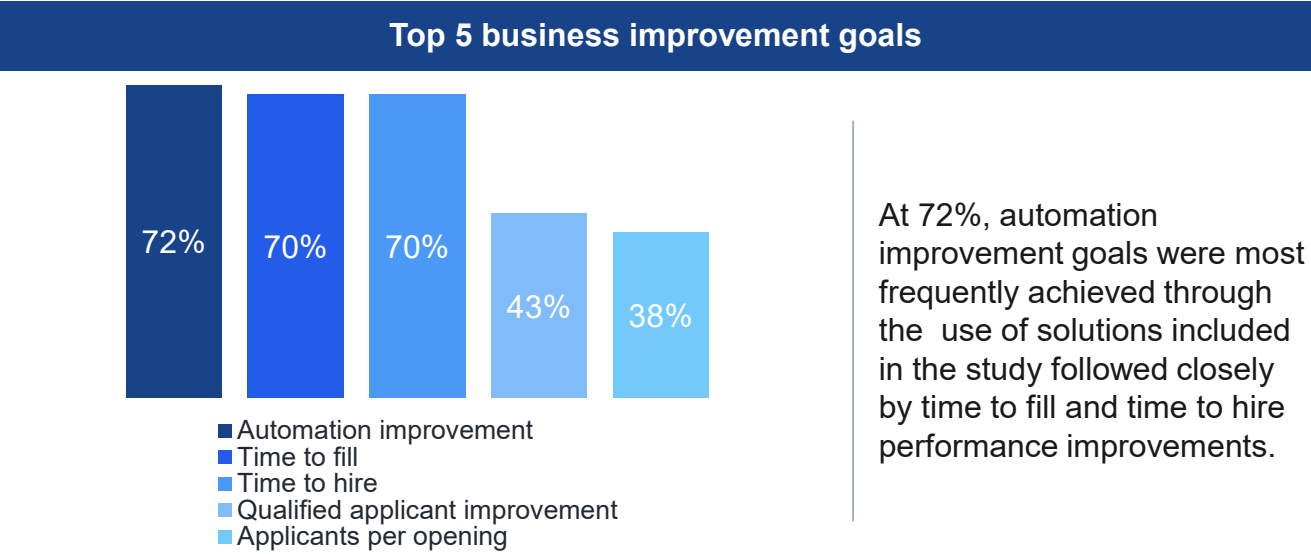
Current and planned AI implementation across talent management HR functions



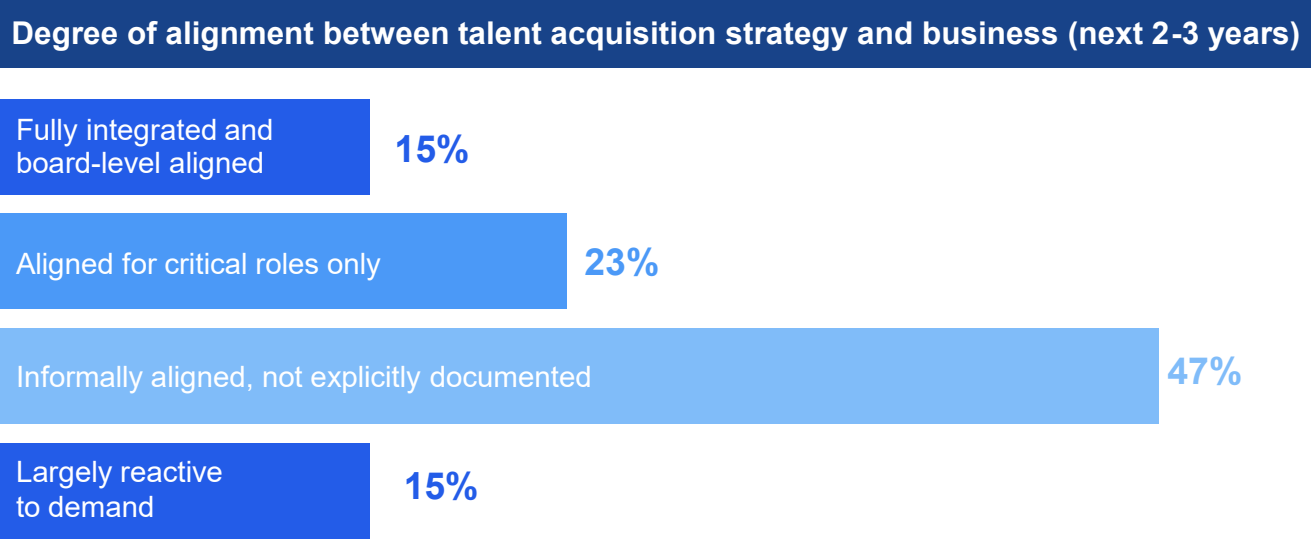
Source: The Hackett Group® 2026 HR Key Issues Study

Talent acquisition and adjacent talent management functions are ramping up pace of adoption for AI solutions. In 2026, talent acquisition in addition to talent mobility (internal mobility and succession planning), skills definition (skills intelligence building) and performance management are expected to surpass majority adoption across their process lifecycles. Some AI application use cases such as candidate screening are already in majority adoption.

Business impact from TA solutions is significant but not fully realized



Source: The Hackett Group® 2026 Talent Acquisition Vendor Assessments Study



Source: The Hackett Group® 2026 Strategic Talent Acquisition Quick Poll

In addition to the intelligent application of talent acquisition technologies that will impact specific business goals, organizations must also adjust their talent strategies to better enable the function. Only 15% of organization have a fully integrated, documented and business-aligned talent strategy. The majority of organizations are informally aligned or strictly reactive.

In many instances, performance of a talent acquisition technology is negatively impacted when the customer organization does not have a thought-out process or strategy. Talent acquisition technology vendors should advocate greater alignment with the broader business and offer best practices observed from successful applications of their solutions. This will improve value realization outcomes and customer retention.

Evaluation criteria | 2026 Talent Acquisition Vendor Assessments



Appendix

FAQs and process definitions

The Hackett Group® 2026 Talent Acquisition Vendor Assessments Frequently Asked Questions (FAQs)

How are software or service providers selected for participation?

- Providers are included if they meet the inclusion criteria for the study, which is determined by The Hackett Group analysts and subject matter experts during the initial scoping and design phase.

Are providers able to decide if they are included or excluded from the Vendor Assessments?

- No, providers cannot choose to be included or excluded from the Vendor Assessments. However, providers may opt not to directly participate in the process or provide information to The Hackett Group. The Hackett Group encourages participation but does not reward or penalize providers based on their level of participation.

Does The Hackett Group® share individual responses from customer references, surveys, interviews or analysis?

- No, all responses from customer references, surveys, interviews, provider content and other sources of data collection are kept confidential and aggregated into the overall analysis.

Are there different levels of provider participation?

- Yes. Some providers have supplied all requested information, while some only provided partial information and The Hackett Group gathered the remaining information from our sources. For others, The Hackett Group gathered all the evaluation information from our sources.*

How are the software or service providers rated?

For capability breadth, we use the following criteria:

- Ability to address globally complex clients, UI quality, implementation services, customer support, vendor ecosystem breadth, technical platform structure/flexibility, data integration and validation, and AI and emerging technologies
- Candidate experience, recruiter experience, candidate relationship management, internal mobility, interview solutions, candidate assessment, onboarding, and analytics

For value realization, we use the following criteria:

- | | |
|-----------------------------------|---|
| ▪ Time to fill | ▪ Candidate diversity |
| ▪ Time to hire | ▪ Customer service |
| ▪ Qualified applicant improvement | ▪ Pace of innovation |
| ▪ Cost per hire | ▪ Implementation |
| ▪ Internal mobility adoption | ▪ Automation and integration |
| ▪ Quality of hire | ▪ Overall satisfaction and business value |

How does The Hackett Group® build Solution Intelligence reports?

For each provider participating in a particular study, we gather the following information:**

- Provider buyer survey
- Provider strategy session
- Customer surveys and/or interviews

Our client survey collects data from providers' clients about:

- Performance relevant to the offering category.
- Experience through related questions on customer satisfaction, value, etc.

Using this collected information and applied knowledge from internal and external subject matter experts, we compare aggregated client survey responses against our benchmarking data to measure performance relative to each other and to that of Digital World Class® organizations.

Why doesn't The Hackett Group® provide a comparative grid in this report?

- All organizations have different needs, and in recognition of that diversity of needs, The Hackett Group® offers customized grids to buy-side members based upon identified priorities in consultation with Hackett advisors.

**Non-participating software providers have not provided any direct input. Hybrid software providers have provided direct input on RFI or capabilities only. Our analysis is based on The Hackett Group's applied knowledge, public disclosures and The Hackett Group's interview and/or survey responses from software provider buyers.

*Ratings for the following software providers exclude their direct input and are based on The Hackett Group's applied knowledge, public disclosures and The Hackett Group's interview and/or survey responses from software provider buyers: ADP, Greenhouse, Oracle, and SmartRecruiters.



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