



## Taleo Business Edition Professional Services



“We did much of the implementation ourselves, but we had weekly phone calls with the consultant from Taleo that allowed us to ask questions, gave us guidance as we were setting up the system... They also built our application form for us so we didn’t need to do that ourselves... So it was, again, a very simple process.”

**Kim Ellefson**  
Director of Employment  
Medical College of Wisconsin

Proven experience, best practice insights, customer success, and speed to value—Taleo Professional Services delivers it all. From implementation to education, we are committed to your talent management success so you gain the most from your Taleo Business Edition™ investment.

Our services are packaged and proven so you get the most value and achieve success. Ask one of our sales representatives to work with you and choose the professional services package that best fits your organization’s needs.

### **Consulting Expertise**

We offer a wide range of services that includes configuration, implementation, data migration, and hourly services when you need immediate assistance from the best. Real-world experience, insights, and expertise enable our consultants to deliver industry-leading proven results. Our best practices and consulting expertise will get you up and running successfully and quickly.

**Configuration Services for Recruit:** Get your site off the ground the right way. We have three packages specifically for Recruit. We’ll help you configure your site just for you—from your candidate profile pages to your email templates, filtering, and more—and we’ll help you set up and optimize your career websites so you can start leveraging your brand and attracting the best candidates.

**Configuration Services for Perform:** Three packages mean no matter how basic or complex your needs, we’ve got you covered. We’ll help you set up employee profile pages, goals pages, performance review templates, custom reports, and much more.

**Data Migration Services:** Don’t want to lose your most critical data from your legacy applications? Let Taleo Professional Services help you migrate your most critical data elements from your legacy system and import them into your Taleo Business Edition zone. Taleo’s Data Migration services combine the best of what Taleo Professional Services has to offer—System



“We sent everyone through the online training that can take place, which was we just had people go online like a webinar and people went through that training mechanism there. So when we did that, it really allowed our team to go to the next level.”

**Ron Walters**  
Senior Managing Partner  
StaffingMaster Group

Configuration Setup and Data Migration. By combining these two services, we ensure your Taleo Business Edition zone is configured correctly based on your business requirements and your data migration needs.

**Expert Hourly Services:** When you’re in a crunch and need hourly support, use our hourly service offerings to get what you need, when you need it. Expert Hourly Services can help consult on every aspect of system usage. Whether you need to configure and set up ACE Candidate and Knock-Out questions for Recruit or create new review templates in Perform, need some ad-hoc consulting help, or want someone to complete a Health Check to ensure you are maximizing the value of your investment—Expert Hourly is there for you!

**Education Services**

When it comes to learning, one size does not fit all. Education service packages are geared toward diverse customer environments and job roles. We provide learning options to support each role in the talent management process. Whether you need training for your end users or your system administrators, for Recruit or Perform, with a live instructor online or an eLearning session, we have all the resources you need. Our instructors are in-house product and education experts who provide industry-leading course material.

**Support Services**

When you need support, it’s good to know you’re in the hands of people you can trust. Taleo offers four support packages to suit your needs. Our customers enjoy 24x7 email and web support and web access to online user guides and tutorials, as well as the TBE Resource Center. We also have representatives standing by for your phone calls at any time. We’re ready when you need us to be ready.

**TBE Resource Center—Online Video Demonstrations**

The TBE Resource Center brings a whole host of assets to help you make the most of your Taleo product. Our customers visit the Resource Center to view 3-5-minute product video demonstrations, release notes and white papers, and even user guides our customers can download for their organizations. This service is included in your subscription and available to every user anywhere, at anytime, when you need it.

For more details, contact your Taleo representative today.



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**ABOUT TALEO**

Leading organizations worldwide use Taleo on demand talent management solutions to assess, acquire, develop, and align their workforce for improved business performance.

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