



Support packages to maximize value from your talent programs.



It's no secret that finding and developing the right talent, at any level, positively impacts morale, attrition and brand – and drives strong business outcomes across the whole organization.

However, we understand that different organizations are at varying stages on the journey to improve the maturity of their talent management programs and have different HR resources and capabilities at their disposal to achieve the outcomes they are looking for.

In response, we have developed implementation and support packages that sit alongside the Korn Ferry Select, Assess and 360 Digital Solutions, providing you with an increasingly personalized level of partnership to ensure you are set up to maximize success:

▪ **Implementation services.**

Covering all in-scope, up-front activities to configure and personalize your platform to make it your own.

▪ **Silver: Self-sufficient.**

Everything online and at your fingertips, available to you on-demand via our client service portal.

▪ **Gold: Supported services.**

A simple support package keeping you up-to-date with best practice.

▪ **Platinum: Personalized services.**

A comprehensive high-touch package for deeper and broader support.

Benefits

Set up for success by ensuring your platform and HR teams are ready to go from day one.

Get ongoing help when you need it most, through three different levels of ongoing support.

Embed assessment programs into your holistic talent management approach by mapping your competency model, and tailoring Success Profiles to your job descriptions and frameworks.

Enhance your employer brand through personalization of candidate interface and output reports.

Build your HR team's expertise via a range of learning options from best practices to thought leadership and white papers.

Sustain the impact of your talent initiatives through access to market trends, data and insights.



Korn Ferry digital services - what's included

Dedicated client management	Silver	Gold	Platinum
Quarterly review call		✓	✓
New subscription orientation		✓	✓
Tailored internal communication content			✓
Quarterly focus groups			✓

Platform enhancement	Silver	Gold	Platinum
Global monthly feature release webinar		✓	✓
Bi-annual roadmap review with leadership			✓
Set-up of your administrators, user access and Success Profile collections		✓	✓
Bi-annual administrator access review		✓	✓
Personalized Success Profile review			✓
Updates to personalized components			✓

Analytics and insights	Silver	Gold	Platinum
Quarterly insight report review/ Custom data analysis*			✓
White papers and Korn Ferry thought leadership		✓	✓

Client enablement	Silver	Gold	Platinum
HR Administrator enablement		✓	✓
E-learning video content		✓	✓
Monthly virtual meet the expert session		✓	✓
Monthly webinars on the client resource portal		✓	✓
24 x 5 end user support		✓	✓
Live chat			✓
Resource center specific to service package		✓	✓
Technical support chat-bot		✓	✓
Discounts to public training		15%	25%
Discounts to in-house training			25%

- Available with Talent Hub
- Available with Korn Ferry Select/Assess
- Available with Korn Ferry Assess 360

*Quarterly insights report available with Korn Ferry Select only, not Korn Ferry Assess

Close-up lens on implementation services

Standard set up	
Initial setup of your account and super-admin	
Your organization's data submission (included)	
Your organization's branding (included)	
Connectivity and UAT testing (included)	
HRIS/ATS integration (\$)	
Project implementation resources (\$)	

Competency mapping (\$)	
Conceptual competency mapping	
Statistical competency mapping	
Configured reports (includes report branding)	

Success profile personalization (\$)	
Consultant customization of Success Profiles	
Basic customization of Success Profiles	

Training (\$)	
Introduction to KF Assess/Select for recruiters/talent management HR	
HR Administrator enablement (virtual)	
HR Practitioner (2-day)	
HR Expert Level (KFLA, KF360, KFALP/potential, BPS, TM: leadership selection etc.)	
Success Profile masterclass (1 day)	
Interview Skills enablement	

Custom Assessment (\$)	
Development of a Situational Judgment Test (SJT)	
Development of a Realistic Job Preview (RJP)	

kornferry.com/talent

About Korn Ferry

Korn Ferry is a global organizational consulting firm. We work with organizations to design their organizational structures, roles, and responsibilities. We help them hire the right people and advise them on how to reward, develop, and motivate their workforce. And, we help professionals navigate and advance their careers.