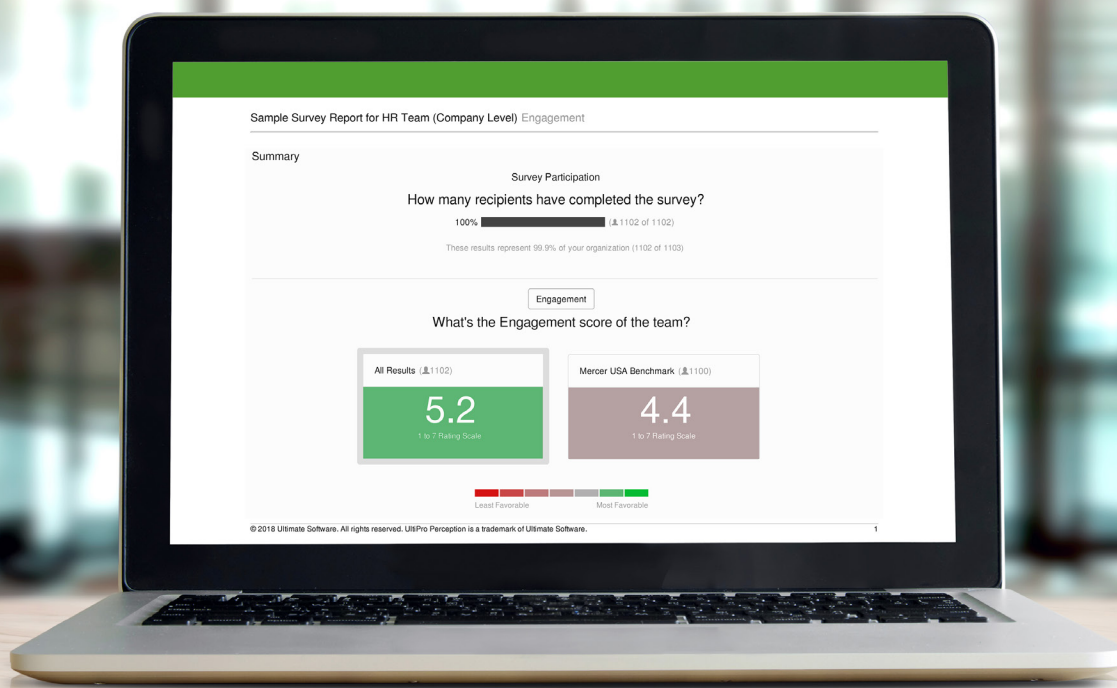# PERCEPTION
## BY ULTIMATE SOFTWARE

The first step in building a great workplace and culture that engages, motivates, and retains employees is understanding what they care about. Perception by Ultimate Software offers a modern way for organizations to collect and understand employee feedback, with the unique ability to analyze unstructured data and detect emotions. Powered by Xander®, Ultimate's portfolio of artificial intelligence (AI) technologies, Perception gives you real-time, actionable workforce insights.

Sample Survey Report for HR Team (Company Level) Engagement

Summary

Survey Participation
How many recipients have completed the survey?
100% ████████████ (👤1102 of 1102)
These results represent 99.9% of your organization (1102 of 1103)

Engagement
What's the Engagement score of the team?

| All Results (👤1102) | Mercer USA Benchmark (👤1100) |
| --- | --- |
| **5.2** | **4.4** |
| 1 to 7 Rating Scale | 1 to 7 Rating Scale |

Least Favorable ▬▬▬▬▬▬ Most Favorable

## COLLECT & MEASURE FEEDBACK

You can easily survey your workforce; analyze employee input, including open-ended text; and leverage analytics and benchmarks to assess the engagement and effectiveness of individual teams and managers.

## ANALYZE UNSTRUCTURED DATA

Designed using natural language processing and machine-learning technology, along with industrial-organizational (I-O) psychology and survey construction expertise, Perception analyzes both structured and unstructured data, enabling you to go beyond traditional sentiment analysis to reveal true emotion.

## GAIN REAL-TIME INSIGHT

With a comprehensive and personalized view of what's valued most by your employees, you can take the right actions to have a meaningful impact on culture, retention, and performance at your organization.

# Key Benefits

## For HR and Managers

- Inspire conversations and gain rich, strategic insights by listening to the "voice of the employee."
- Better understand your employees' emotions, motivations, and key drivers for satisfaction.
- Uncover your company's most important strengths and areas to prioritize for improvement.
- Collect employee feedback from the right groups of employees at the right time.
- Receive real-time, actionable insights and analysis for improving employee satisfaction and retention.
- Gain meaningful context of survey results by benchmarking employee engagement and satisfaction against other similar organizations.
- Identify trends within your organization, using configurable reports for periodic surveys.

## Understand what employees are saying and how they truly feel about the workplace, with surveys and advanced sentiment analysis.

### Go Beyond Traditional Employee-Feedback Tools

- Send surveys based on location, supervisor, department, and tenure
- Gather feedback throughout the employee lifecycle, using built-in templates— candidate, new hire, engagement, post-learning, exit, and more
- Distribute sleek, inviting surveys that employees can complete on any device
- Ask conversational questions—such as "What's on your mind?"—to gain insight unachievable from multiple-choice questions
- Protect employee anonymity by setting minimum thresholds for number of responses required before results are displayed

### Gain the Insight Needed to Enhancethe Employee Experience

- Receive easy-to-read, interactive reports immediately upon closing surveys—including the analysis of open-text responses classified into 140+ themes
- Compare individual managers' or teams' results with the organization's results
- Assess your team against embedded benchmark data for 130+ engagement-related survey questions
- Slice and dice the data for a deeper understanding of employee motivations and turnover risk
- Enable executives to dig into the results to evaluate which leaders need support
- Leverage the Employee Sentiment Score™ to guide leaders on the actions they should take toward improving satisfaction and retention
- Import unstructured data from sources outside of company-run surveys, including data from past surveys, employer review sites, and more, for further insight into emotions and themes

# Support and Services

Ultimate sees each customer as a "Partner for Life," helping organizations maximize their investment in Perception with comprehensive services and support from dedicated experts.

Ultimate's team guides you through a quick setup and configuration process, and the execution and analysis of your first survey. Ultimate also offers post-launch consulting services for more in-depth assistance with survey design, analysis, and actions plans from its team of I-O psychologists and experts.

## Perception Launch and Support

### Planning and Analysis

- Complete orientation and knowledge transfer
- Review your organization's objectives and requirements
- Review best-practices recommendations
- Create a tailored launch plan

### Configuration

- Set up and configure production environment
- Set up and configure test environment

### Surveys and Reporting

- Deliver survey templates and best practices
- Provide survey planning and execution guidance
- Assist with initial survey design, leveraging templates within the solution
- Provide guidance on analyzing standard reports and interpreting initial survey results
- Review employee communication and included templates

### Customer Success Program

- 60-day and 90-day checkpoints
- Ongoing assistance with setup, features, and configuration
- Continued support with how-to questions, standard surveys, reports, text analytics, and guidance interpreting survey results
- Documentation and training to enable self-sufficiency
- Prompt feedback and issue resolution

Through Ultimate's unique "People First" customer service approach, Perception users have instant access to solution experts, including a dedicated account manager and phone and online support. The goal is always the same: a team committed to your success; unparalleled support; and true partnership.

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