



Kene**X**a[®] Assessment



Predict Individual Performance and Potential

We offer more than 1,000 ready-to-use Assessments that help your company select and retain top performers based on seven key areas that predict individual performance and potential—experience, skills, abilities, personality, motivation, judgment and culture fit. In the last two years alone, we have administered more than 30 million Assessments in 14 languages and in 44 countries to some of the largest, most respected companies in the world. Our tools are efficient, easy-to-use and engaging, and minimize administration cost and candidate time-to-complete. We have proven experience and expertise in creating Assessments across multiple industries and job roles, including:

- Sales
- Customer Service
- Retail
- Call Center
- Financial Services
- Healthcare
- Hospitality
- Executive



Fully Integrated Assessment Solutions

We are the only company that offers fully integrated Assessment solutions that support the entire employee lifecycle. With the ability to integrate Assessments with Recruitment Technology, Onboarding, Career Development, Succession Planning and Leadership Development, we help you leverage Assessment data to improve the performance of your employees and your organization. Not only do we provide Recruitment Technology that integrates with our Assessment solutions, we also have extensive experience integrating our Assessments with other major Recruitment Technology providers, creating a seamless user experience.



Proven Results

Our Assessments are tied to key individual and organizational outcomes, helping you demonstrate Return on Investment. We offer the Assessment tools that help you drive business outcomes—from increasing sales, improving customer service and decreasing shrink to increasing employee retention, enhancing employee engagement and improving overall teamwork.

Long-term Kenexa clients have seen dramatic improvements in key business outcomes through the deployment of our Assessment solutions. We have tied our Assessments to key individual and organizational outcomes such as decreased absenteeism, turnover and theft, as well as increases in productivity, sales, customer satisfaction and profitability. We seek to understand key levers of your business metrics and design tools to help you recruit and develop employees that will deliver maximum customer, financial and operational outcomes. To help prove the Return on Investment in using our Assessments, we evaluate the impact of hiring higher quality candidates on organizational metrics.



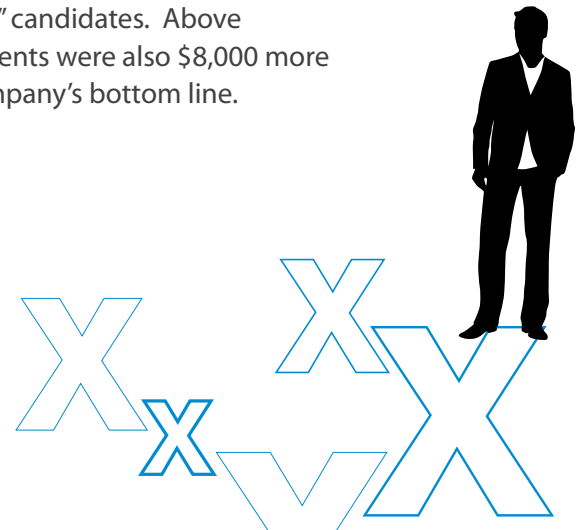
Call Center Case Study

In a leading call center organization, we compared performance and retention records of those hired immediately prior to implementation of our Assessment with those hired immediately after implementation of our Assessment. Individuals selected after the implementation of the Assessment were rated 10.9 percent higher on Quality-Related objectives than employees who were selected prior to the Assessment.

Candidates who were selected based on our Assessment were rated 12.26 percent higher in overall Work Habits and 11.8 percent higher for Project-Specific Accountabilities than those who were selected prior to the Assessment. In relation to Overall Performance, post group employees were rated 6.46 percent higher compared to those in the pre-assessment hire group. Most importantly, our Assessment improved turnover in the Call Center by more than 13 percent, enhancing overall business productivity and performance.

Retail Case Study

We recently partnered with a large wireless phone company to help select managers at multiple retail store locations. After one year of using Kenexa Assessments, those employees rated as above average, or "A" candidates, had 12.6 percent higher performance scores than those rated as below average, or "C" candidates. Above average managers who were selected based on our Assessments were also \$8,000 more productive annually, significantly impacting the wireless company's bottom line.



What We Assess

We offer Assessment solutions that span all aspects of the hiring and selection process. Our comprehensive Assessment library includes skills and abilities tests, behavioral and personality assessments, structured interviews, assessment centers and simulations, performance indicators, cultural fit, person-job fit and career fit, realistic job previews, leadership assessments and custom-built assessments. With both Pre-Validated Assessments for key job roles, industry specific solutions and outcome specific solutions, and Custom Built Assessments that identify critical factors in specific organizational environments and unique roles, our Assessment solutions are designed to leverage multiple factors that predict success.



Skills and Abilities

We offer skills and abilities tests that improve your screening process by helping you quickly identify and select the most talented candidates. Kenexa Prove It!® skills tests are easy-to-use and administer, offering more than 1,000 validated assessments for specific job classifications, including:

- Software
- Office/Professional
- Call Center
- Financial
- Healthcare
- Industrial
- Legal
- Technical

Test results are received instantly—ideal for selecting candidates in a fast-paced, competitive environment. Kenexa Prove It! helps you select the very best candidates the first time, every time. More information is available at www.proveit.com

Our Abilities tests help you accurately and fairly measure reasoning skills that are necessary for successful completion of everyday work tasks. We offer a series of Abilities assessments that are suitable for all candidates, including both graduate and managerial levels.

Our contemporary range of Assessments helps you sift large volumes of candidates quickly and easily—helping you reduce time-to-hire and enhance the efficiency of your recruitment process. These tests can be used as standalone assessments or integrated with Recruitment Technology and administered automatically as part of an online recruitment process.



Behavioral and Personality Assessments

Our Behavioral and Personality Assessments offer a full range of tools that help you reliably assess personality traits and behaviors that are applicable in candidate and employee selection, development and evaluation. Our tools are quick and easy-to-complete, and provide detailed candidate reports, helping identify areas for personal development and enhance the performance of individuals in your organization. Specific titles include:

- Administrative Support
- Assets Protection Manager
- Call Center
- Customer Service
- Distribution Associate
- Healthcare Associate
- Hospitality Associate
- Manager Selector
- Manager Retail
- Manager Manufacturing
- Manager Call Center
- Manager Sales
- Manager Restaurant
- Manager Hospitality
- Manager Healthcare
- Motivation Questionnaire
- Occupational Personality Inventory
- Property Management
- Retail Associate
- Retail Manager
- Sales Professional
- Service Associate
- Supervisor
- TeleSales and Service
- Travel Professional



Structured Interviews

We offer Structured Interviews that help you assess candidates with greater accuracy, objectivity and consistency, while improving the fit of new hires within your organization's culture. Our two distinct interviewing assessment tools identify top performers and increase interviewer confidence.

Kenexa Insight® delivers customized research-based interviews to accurately identify talented candidates for hire and promotion. Kenexa Interview Builder® provides a powerful online structured interview reference library of more than 3,000 questions that increase interviewer confidence, efficiency, accuracy and defensibility.



Assessment Centers and Simulations

We offer Assessment Centers and Simulations that evaluate performance levels and development opportunities of candidates and current employees. Our Assessment Centers simultaneously assess candidate potential and performance by using a variety of tests, interviews and simulation exercises. These tests also provide the ideal environment to assess training and development needs for your existing employees, providing a clear view of existing skills and abilities. Popular with assessors and candidates, our Assessment Center range features ready-to-use exercises set in a variety of realistic scenarios, including:

- Presentation exercises
- Role playing
- Group exercises
- In-tray exercises
- Written analysis exercises
- Workflow simulation exercises
- Practice interview sessions

Kenexa Simulations offer unique online assessments that engage candidates in a virtual environment, enabling you to identify the most talented employees. Our simulations deliver accurate job previews and ensure candidates thoroughly understand the demands of the role. We help you reduce the cost-of-hire by replacing labor intensive stages of the selection process and offer specific simulations for:

- Financial services
- Hospitality
- Retail
- Situational Judgment



Performance Indicators

Our Performance Indicators are a suite of ready-to-use tools that predict the likelihood of employees to be engaged in their work, team oriented, customer focused, safety conscious and capable of driving organizational success through sales functions. The KPI Suite also assesses whether potential employees are likely to stay with your organization, be more prone to turnover once hired or engage in counter-productive behavior. These tools can be used individually or as an integrated solution to predict each area of performance, and include:

- Kenexa Engagement Indicator Assessment®
- Kenexa Teamwork Indicator Assessment®
- Kenexa Customer Service Indicator Assessment®
- Kenexa Sales Indicator Assessment®
- Kenexa Safety Indicator Assessment™
- Kenexa Retention Indicator Assessment™
- Kenexa Counter Productivity Indicator Assessment™

With our Performance Indicators, you can confidently select who will enhance organizational success, avoid costly mistakes related to incorrect hiring decisions, tap into critical components of individual performance areas, and quickly and easily assess candidate potential.

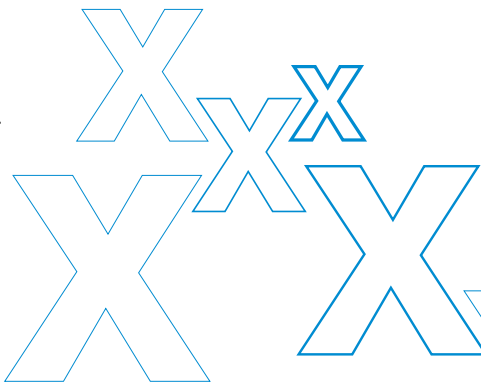
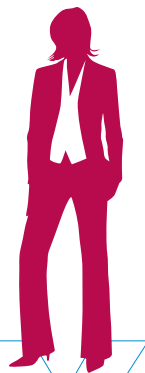


Cultural Fit, Job Fit and Career Fit

Our Job Fit Assessment, Kenexa Person-Job Fit®, is a powerful tool designed to help you identify candidates whose job preferences match specific tasks or characteristics of a job. This easy-to-use solution is ideal for candidate selection across multiple industries and can greatly decrease turnover in your organization. Person-Job Fit quickly and accurately maximizes your ability to identify candidates whose job preferences are closely aligned to those of the job.

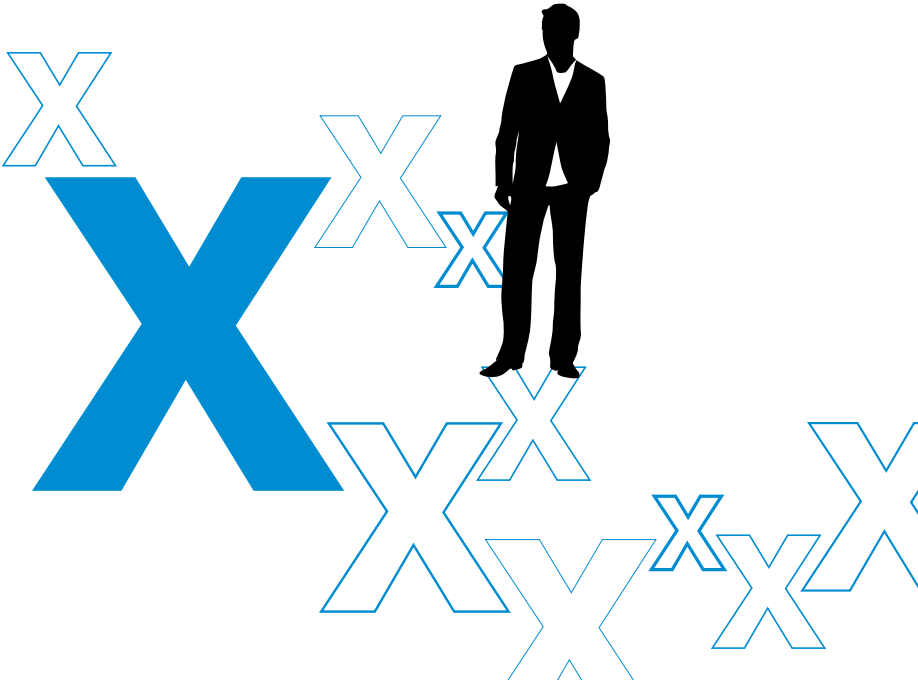
Our Cultural Fit Assessment helps you determine whether candidate value preferences match your organization's mission and values. This tool can be used as a ready-to-use solution or can be customized to meet each organization's individual needs and values. Developed to predict retention, rather than performance, Cultural Fit can greatly decrease turnover and enhance overall employee commitment and job satisfaction in your organization.

Our Career Fit Assessment is designed to match applicants to jobs they are best suited for based on their individual knowledge, skills and abilities. This quick and easy-to-use solution is ideal for high volume recruiting and can be used for multiple job families across multiple industries. Career Fit will greatly increase recruiting efficiency in your company and contribute to the overall performance of your organization.



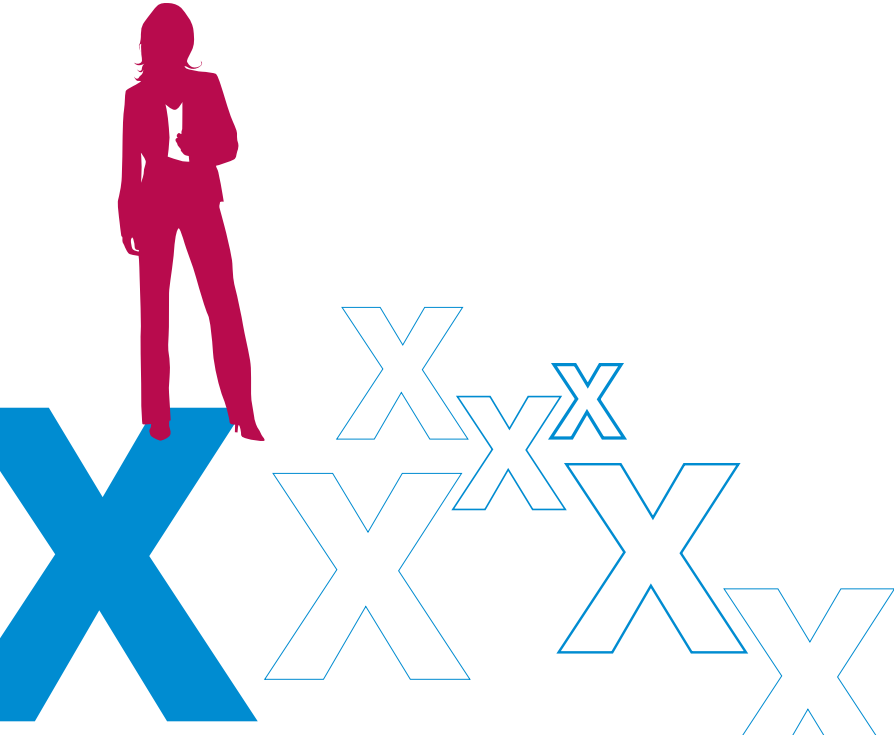
Realistic Job Previews

We have extensive experience in designing and deploying Realistic Job Previews. These Assessments can be presented in a variety of formats including online video, Flash-based presentations, or text supplemented with audio, visuals or diagrams. Our Realistic Job Previews are related to increased job performance, job satisfaction, job survival, motivation, commitment to the organization, and decreased turnover and new hire dissatisfaction.



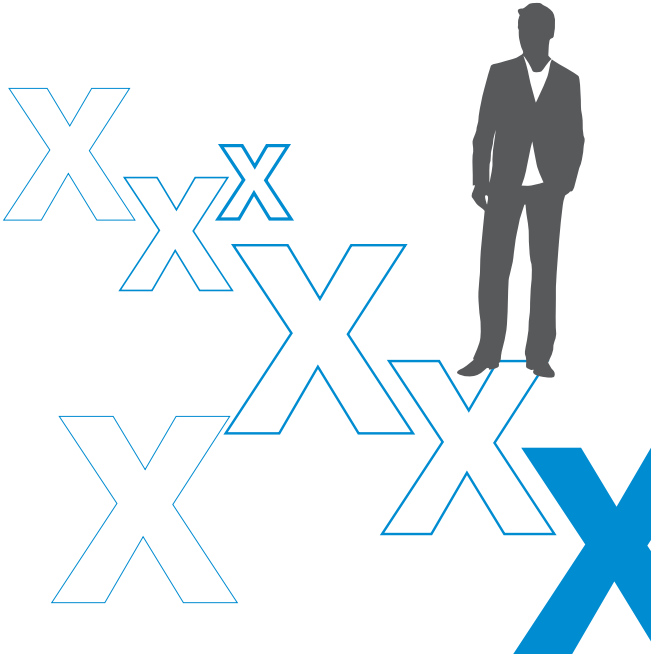
Leadership Assessments

Our Leadership Assessment Suite offers comprehensive online leadership assessments, in-depth structured interviews and multi-rater feedback tools that can be used together or individually based on organizational needs. The Suite is a flexible set of tools that evaluate critical dimensions of leader performance, including leadership style, core motivators, potential challenge areas, judgment and culture fit. This provides rich information for rigorous leadership selection, onboarding, development and succession planning.



Custom-Built Assessments

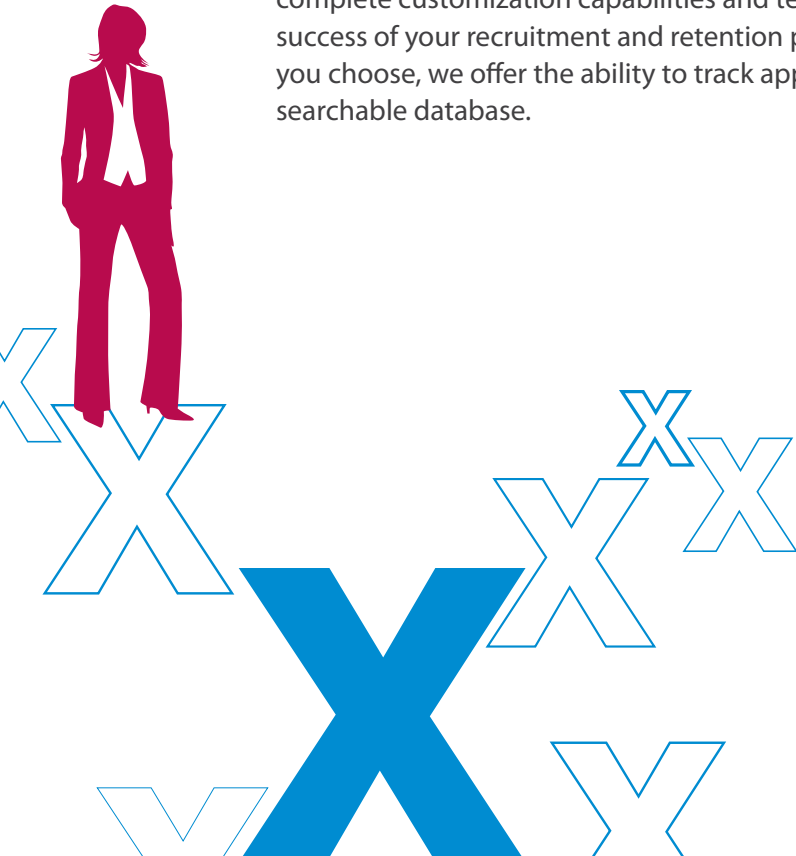
In addition to pre-validated Assessments, we also offer Custom-Built Assessments that identify critical factors for success in unique job roles or for unique organizational settings. We have deep expertise in developing these tailored assessments and leverage our proven content library to create custom content for your organization. Using our custom research process, we conduct stakeholder interviews, focus groups and job analysis questionnaires with high performing employees to create job analyses and to provide competency modeling for your unique job roles. This helps you identify future top talent for your organization and drive ongoing success.



How We Assess

The best assessment experiences are those tailored to appeal to candidates most likely to be successful within the organization and role. We feel strongly that the assessment experience should be fast, face-valid and engaging. We offer Assessment tools that can be delivered in the most convenient formats, including online, structured interviews, paper and pencil, desktop, phone and in-person. All of our solutions can be used as standalone tools or be easily integrated with other solutions to create a comprehensive hiring program.

We also believe it's important to align the assessment experience to the look and feel of your organization. We are committed to providing you with unmatched responsiveness, complete customization capabilities and technological innovations that ensure the success of your recruitment and retention process. Regardless of the delivery method you choose, we offer the ability to track applicants, see real-time results and link to a searchable database.



Online

Our Online Assessment system administers Assessments through your Recruitment Technology System. The seamless experience minimizes candidate awareness that they are leaving the system. After completion, candidate information is immediately available for screening and reporting purposes. Candidates can be formally and professionally thanked for their participation with an automated response, contacted by a hiring manager for the next phase of the employment process, or simply sent back to your predetermined destination.

Our online system also presents hiring managers with appropriate structured interview questions that can be used for either telephone or in-person interviews. These questions can include Kenexa content, existing content from your organization, or a combination from both sources. The goals of the objective questions are to allow managers a more comprehensive measurement of items covered in the online assessment and to cover categories not measured in depth in the online assessment process. Regardless of content source or subject, the overall goal is to create a consistent and legally defensible process that helps hiring managers make an informed and valid hiring decision.



Paper and Pencil

When our Assessments are administered by paper and pencil, hiring managers or recruiters can log on to the system and enter candidate responses on the manual entry page. After the final item is entered, results are instantly emailed to the administrator account. Results are also available to the hiring manager or recruiter by logging on to the system and searching the database.

Desktop

Our Assessments can be individually delivered to desktops through Kenexa Prove It! This easy-to-use system provides the the ideal format for assessing candidates from the convenience of their own computers. Test results are received instantly—ideal for selecting candidates in a fast-paced, competitive environment.



Phone

We offer Interactive Voice Response (IVR) technology, featuring Kenexa Touchscore™. Touchscore allows candidates to call a toll-free number, enter their unique identification number and immediately take their assessment. Touchscore is quick and easy-to-use, is ideal for candidates without online access and provides an interactive, engaging experience.

We also offer customized phone-based interviews through our Kenexa Insight assessment. This in-depth structured interview accurately identifies talented candidates for hire and promotion through an interactive phone assessment.

In-Person

Our in-person assessments feature Assessment Centers that simultaneously assess candidate potential and performance by using a variety of tests, interviews and simulation exercises. These tests provide the ideal environment to assess training and development needs for your existing employees, providing a clear view of existing skills and abilities. Popular with assessors and candidates, our Assessment Center range features ready-to-use exercises set in a variety of realistic scenarios.





About Kenexa

Kenexa provides business solutions for human resources. We help global organizations multiply business success by identifying the best individuals for every job and fostering optimal work environments for every organization. For more than 20 years, Kenexa has studied human behavior and team dynamics in the workplace, and has developed the software solutions, business processes and expert consulting that help organizations impact positive business outcomes through HR. Kenexa is the only company that offers a comprehensive suite of unified products and services that support the entire employee lifecycle from pre-hire to exit.