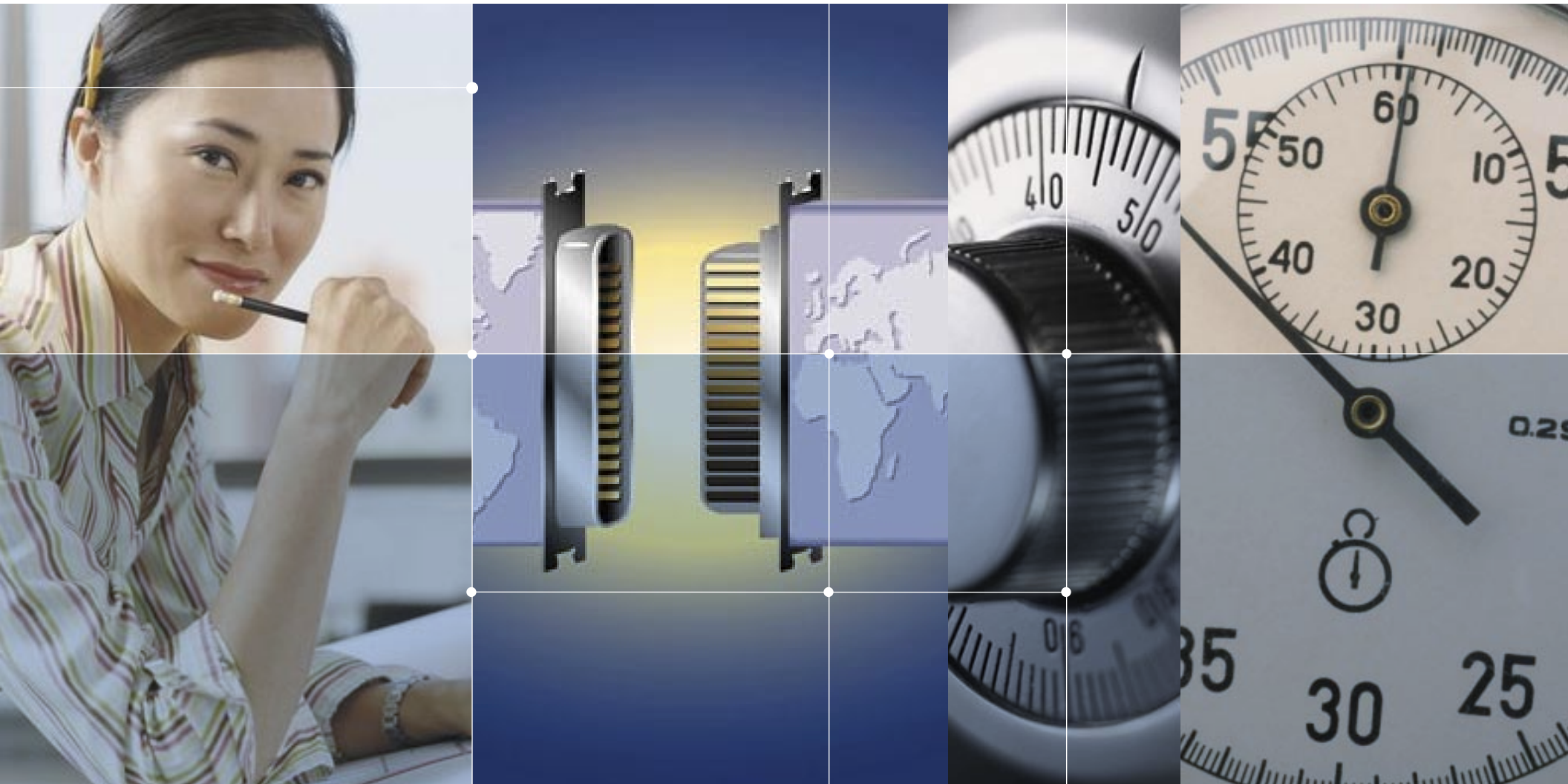


Introducing CompleteSurvey's Enterprise 360

Employee Self-Administered 360 Degree Reviews



MEASUREMENT FOR PERFORMANCE

PROVIDING REAL-LIFE RETURN TO WORLDWIDE ORGANIZATIONS

YOU'RE EXPLORING INVESTING in a 360-degree review system to increase workplace productivity.

But you're not sure how much value 360 degree feedback will contribute when deployed to large numbers of employees, and you are concerned about making a fixed IT investment in a system when return is difficult to measure.

You'd need to use and administer such a system in an international organization, sometimes with many raters, many questions, and multiple languages.

You worry that user data will not be kept secure, private, and anonymous and that system outages will cause administrative hassles.

Finally, you may have specialized instrument or system needs that aren't available in typical off-the-shelf solutions.

How can you confidently offer a solution to employees that will provide them with real value without introducing administrative, technical, and usability nightmares?

You need a solution that you know will offer **real-life return throughout your worldwide organization.**

You need **CompleteSurvey's Enterprise360.**

EMPLOYEE SELF-ADMINISTERED 360 REVIEWS

WITH ENTERPRISE360, your organization can deliver customized, employee-administered 360-degree reviews securely over the Web. *Enterprise360* offers you complete employee data assurance and worldwide distribution and support, and its actionable reports and pricing models ensure real-life return to your company and its employees.

Enterprise360 provides employees clear suggestions for improvement that provide them and their organizations lasting benefit.

It doesn't require IT to build or host a system, and is priced primarily based on usage, so you can easily gauge return.

It allows employees to self-manage most of the 360-degree review process, freeing you and your staff to focus on your core role.

It securely stores employee data and implements strict controls so that that data is kept private and anonymous.

It works in multiple geographies and languages, and scales to support as many as tens of thousands of employees.

Finally, its instruments and screens can be customized to the specific needs of your company.

Real-Life Return

Deployments

PPG Industries rolled Enterprise360 out to more than 38,000 participants.

We had a goal to make the system easy to use for both feedback receivers and feedback providers with less time and effort. Enterprise360 is very user friendly, making it easy to create an employee driven process.

CompleteSurvey was able to implement a system that met or exceeded every expectation that we had. The value received from Complete Survey greatly outweighed the costs.

Dan Hubert

*Director of Learning and Development
PPG Industries, Inc.*

DEPLOY 360-DEGREE FEEDBACK to your company at the pace you like, paying primarily on a per-report (not per-employee) basis. Eliminate system IT maintenance and support costs. Demonstrate the value of 360-degree feedback to your organization one report at a time.

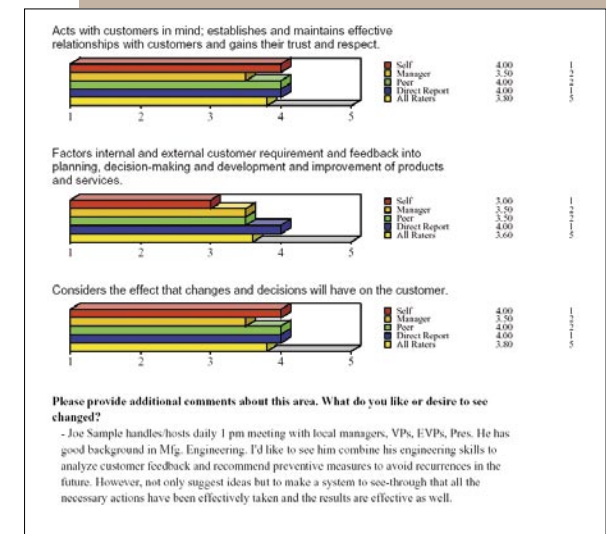
- **On-Demand, Hosted Solution.** *Enterprise360* is an on-demand solution—you don't need to install and maintain software or buy servers. The on-demand model lets you focus on your core business without worrying about the details of keeping servers and software up and running and secure.
- **Pay Per Report (Not Per Employee).** *Enterprise360* lets you roll out 360-degree reviews to your users at the pace you like. If you aren't sure the reception the 360 process will have in your organization, you can try it out with a limited number of employees first, only paying as people actually use the system.
- **Minimal Up-Front Costs.** Most organizations deploying *Enterprise360* pay minimal or no up-front costs. The level of up-front costs you will pay will depend on the amount of system customization you're seeking. Keeping up-front costs minimal means you don't have to worry about or justify a big up-front fixed investment.



Actionable Reports

Clearly identify the employee qualities and competencies that most need work. Compare employee proficiencies to those of the division, the company, the role, or a national database of norms.

- Competency Rollups.** With Enterprise360, you can easily tie each question asked of a 360 participant to a competency that is important to your company. Your employees can view not just their results on individual questions, but their averages for each competency, making it easy for you to link 360 feedback to the categories that are important in performance reviews.
- Company/Group/Role Comparisons.** With Enterprise360, your employees can compare their results for each question and competency with the averages for the corporation, their division, and their job role.
- Item Bank and Norms Database.** If you use standardized questions from our Item Bank, Enterprise360 can compare results with an international norms database of hundreds of thousands of responses. You can tell how your company's responses compare to others on average.



Employee Self Administration

Other Products and Services

Leadership360

The effortless, transparent, risk-free 360 degree review system for consulting firms.

CompleteROI

The ultimate learning measurement system for training and development organizations.

Employee and Customer Analyses

Solve the organizational and product problems you didn't know you had.

Data Analysis and Consulting Services

Leverage our expertise in psychometrics, economics, statistics, and psychology.

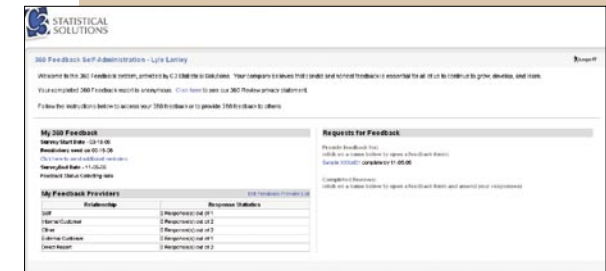
LET EMPLOYEES SELF-MANAGE their own 360-degree review process, from rater selection to data collection to reporting. Use your own corporate directory for rater selection. Automate the process for reminding participants that their feedback is due.

- **Employee Portal.** Your users log into a portal website that's dedicated specifically to your company's 360 process. They see in one place all the actions they need to take for their own reviews and others' reviews. You can set standard "feedback collection" and reporting dates or let your users choose their own. Employees are guided through the simple process and the system handles all the details—meaning you don't have to.
- **Corporate Directory.** Employees can search for and select their raters from a corporate directory—which you can upload as a file or allow us to access directly. They can also enter external raters (customers, partners) that aren't in the directory. You don't need to rely on your users remembering obscure email addresses and spelling them correctly.
- **Corporate Accounts.** Your employees can use their corporate user IDs and passwords—or their existing single sign-in information—to log in. They don't need to create and remember special passwords for use with our system, and you don't have to worry about the hassle of lost passwords and forgotten user IDs.
- **Automated Reminders.** Enterprise360 automatically reminds raters who haven't participated that their feedback is needed as a deadline approaches. Your participants and administrators don't need to take any action – it just works.

Employee Data Assurance

ENSURE THAT DATA TRANSMISSIONS are kept private by encrypting all data transmission and storing data offsite. Keep feedback providers anonymous through minimum grouping thresholds. Maintain the security and availability of data with a secure data center and redundant, load-balanced server farm.

- Secure Communications.** All user communications to and from our servers are SSL-encrypted and require authentication, to assure you complete privacy and security of your employee data. Time-outs ensure that user sessions are not vulnerable to employee snooping. We tightly secure our servers and database systems so you're protected.
- Report Anonymity Thresholds.** Enterprise360 goes to great lengths to ensure that your users' identities are never revealed through their feedback. Groups smaller than a specified number of users are never broken out in reports. Reports are not generated unless a minimum number of raters has provided feedback.
- Offsite Storage.** 360-degree feedback reports, unlike employee performance reviews, are designed to be for the employee's eyes only. Storing employee data offsite reassures your users that their participation will not be harmful to their careers.
- Monitored Data Center.** Our systems are always running and always available to your users. Uptime is assured via our load-balanced server farm and NaviSite-hosted monitored data center. Data is backed up daily.



Single sign-on 360 portal design simplifies and enhances security for your employees.

Fast Rollout and Worldwide Support

For our corporate clients, we needed to offer a 360 review system that was easily accessed from anywhere in the world, available in multiple languages including Chinese and Japanese, and simple for their employees to understand and use. CompleteSurvey's Enterprise360 solution was a perfect fit for us. It far and away exceeded all of our requirements.

Alex Grimshaw

CEO, PPS International Ltd.

GET USERS UP AND RUNNING on the system in no time. Use the portal and instruments in most common languages. Ramp up to tens of thousands of users with no slowdown. Keep designated administrators around the world supported and systems constantly available.

- **Fast Rollout.** With minimal customization, you can have 360 degree reviews deployed and running at your company within weeks of your initial purchase.
- **Multi-Language Capability.** Enterprise360 runs at companies today in over seven languages. It automatically presents your employees with a user interface and questions in their language, taking away the hassle of administering a system in one.
- **Fifty Thousand (or More!) Users.** Our systems already support multiple organizations with more than fifty thousand users. Whatever your usage demands, you can rest assured that we are already scaled to exceed them.
- **Support for Designated Administrators.** CompleteSurvey offers at-the-ready phone and email support to a list of administrators designated by your company. You don't have to worry about running into user issues—if any problem arises or you need assistance, you can call us and we'll be ready to help.



Custom Design Service

Add different questions for different employee and management roles. Create specially designed instruments or reporting systems. Modify the system to fit your company's needs.

- Instrument and Report Design.** We employ Ph.D.-level experts in psychometrics, statistics, and psychology who can assist you to design questions and reports that are both useful for your company and valid statistically. Customize reports to match the purpose of your 360 feedback program.
- Customized Status/Monitoring Dashboards.** What percent of your employees have used 360 feedback? What is the difference in competency scores from last round to this round? Answer questions like these with a status/monitoring dashboard built specifically for your company.
- Different Questions for Different Roles.** If you like, you can have employees in different roles in your company automatically receive different questions and be assessed against different competencies. You don't need to worry about one set of questions serving all purposes for all employees.

The screenshot shows a web-based interface for a 360-degree review. At the top, it says 'Your Company Name' and '360° Review Management Form'. Below this, there is a section titled 'Decision Making' which contains a table of questions. The table has columns for 'Strategic Importance', 'Business Impact', 'Open', 'Ready', and 'Link'. Each row represents a question with radio button options for each column. Below the table, there is a text input field and a 'Save' button.

	Strategic Importance	Business Impact	Open	Ready	Link
Does respondent truly support achievement of the business strategy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does respondent truly support the business that activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does respondent truly support the business that activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does respondent truly support the business that activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does respondent truly support the business that activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Custom instrument design maximizes the benefits of the 360 process for your organization.



MEASUREMENT FOR PERFORMANCE

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