Medallia

Medallia for government employee experience

Visibility, intelligence, and action to unlock the power of your people

Engage and empower employees

Your people are your most important asset. An effective organization, with happy customers, depends on empowered and thriving employees. Medallia allows you to more effectively meet your mission by designing, managing, and scaling world−class employee experience programs.

With Medallia you can create a culture of empowerment and action, foster innovation and creativity, improve employee happiness and productivity, and elevate employee experience as a strategic pillar, central to your organization's objectives.

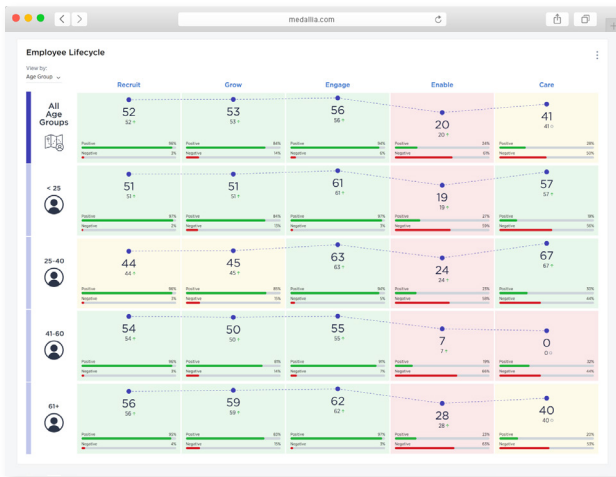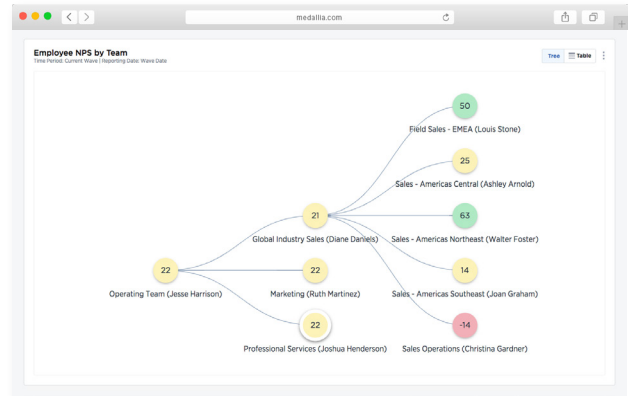Medallia's Employee Experience solutions enable you to:

- Engage employees in the strategic goals, objectives, and operations of your organization
- Optimize within and across employee journeys and moment
- Make it easier and more efficient for employees to get work done
- Tap into the wisdom of employees to create better experiences for all

Medallia's employee experience solutions

Engagement

Engage employees in the operation and objectives of your organization.

Leverage continuous assessment across key drivers of employee engagement including belonging, recognition, leadership, enablement, alignment, and development. Quickly view and analyze results and optimize actions based on key employee demographics. Drive team and manager–level actions through group planning and tailored coaching.

Journeys and moments

Understand and improve moments that matter within and across the entire employee lifecycle

Manage experiences across talent acquisition, onboarding, training, development, offboarding, and separation. Improve employee happiness and productivity by listening to and acting on their feedback. Use employee feedback, related to specific lifecycle stages, to inform and drive strategic priorities.

Key features

Easily integrate with corporate technology platforms

Medallia's Employee Experience solutions include pre-configured data definitions to support integrations with leading HR and IT platforms including Workday, Slack, and ServiceNow, among others.

Ensure timely and effective follow-up and resolution

Multi-level alert and escalation workflows allow organizations to guarantee that employee input and feedback is managed within pre-set SLAs.

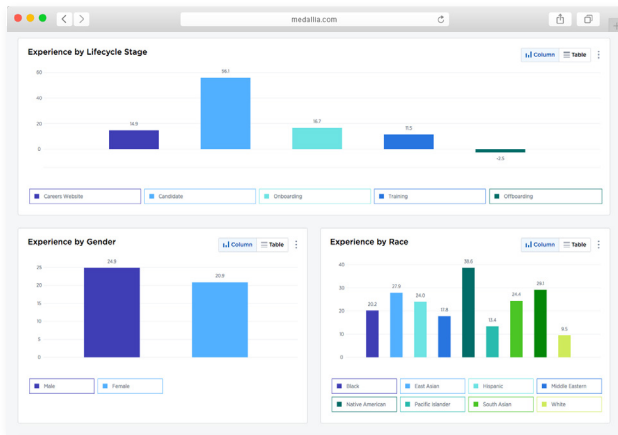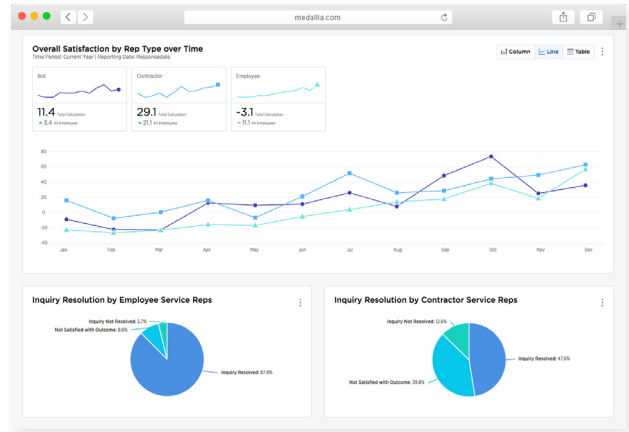### Proactively improve staff effectiveness and performance

Ranked performance trends, delivered through pre-built dashboards, allow staff, team leads, and managers to easily highlight coaching opportunities and recognize individuals and teams that have shown improvement.

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Services

Make it easier and more efficient for employee to get work done

Automate the capture, analysis, and delivery of feedback related to service experiences and service functions. Alert staff and managers with real-time feedback data so they can take immediate action to resolve issues. Surface individual performance data alongside comparative benchmarks to highlight development and coaching opportunities.

Ideas

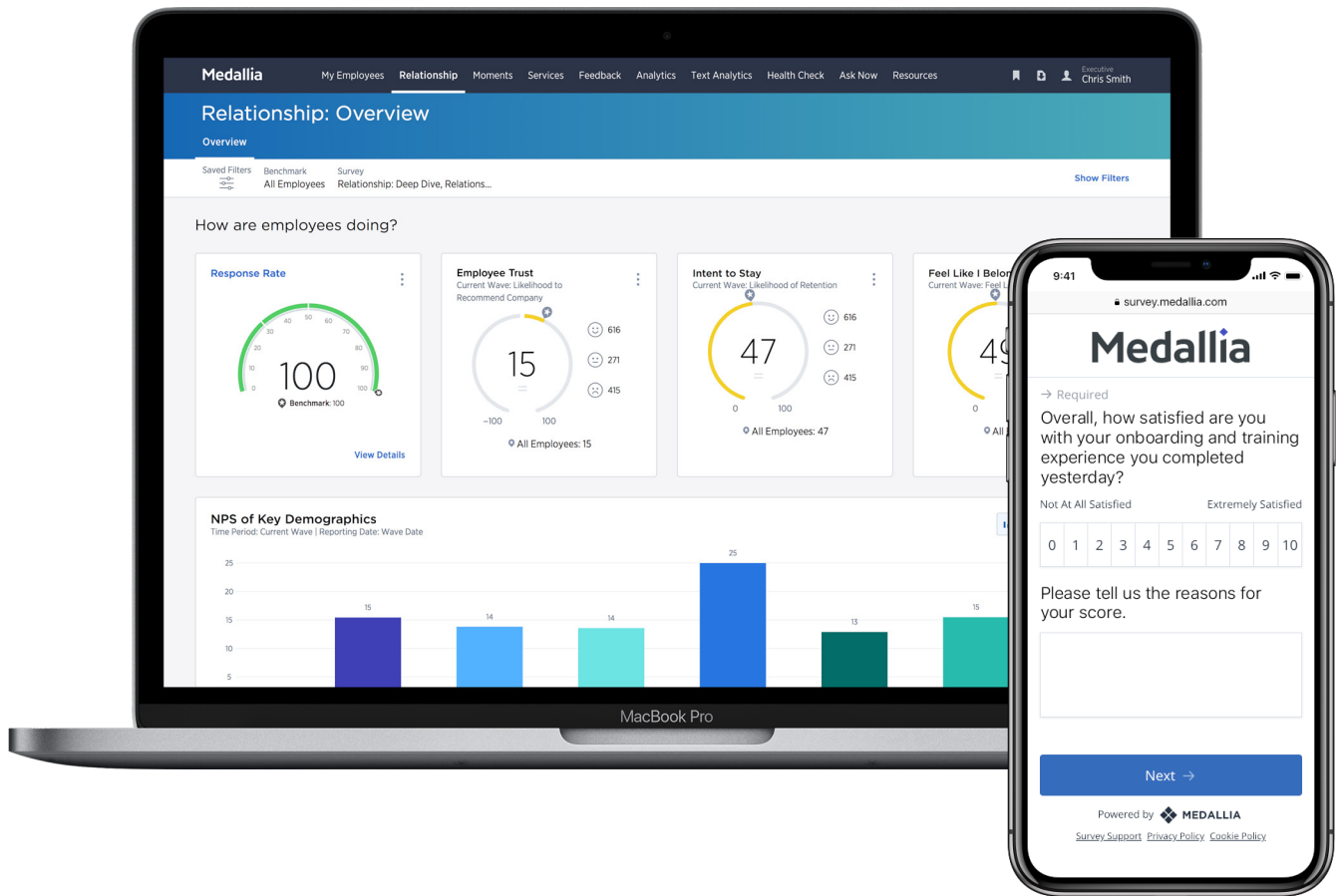**Tap into the wisdom of employees to create better experiences for all**

Understand what's important to employees and what employees see is important to customers. Create a culture of empowerment and accountability. Drive agency and department efficiency through innovation and creativity.

What sets Medallia apart?

Built on the Medallia Experience Cloud™, Medallia's Employee Experience solutions are the first purpose-built offerings specifically designed for CX, HR, and IT organizations looking to develop comprehensive employee experience programs.

Pre-configured survey templates, alert and action management workflows, and specialized, role-based reporting dashboards allow organizations to rapidly deploy programs across their organization.

Robust, enterprise-grade data management, administration, and security capabilities, and the 3rd generation Medallia Mobile application, ensure that feedback and experience information is secure, accessible, and compliant to FedRAMP standards.

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About Medallia

Medallia (NYSE: MDLA) is the pioneer and market leader in Experience Management. Medallia's award-winning SaaS platform, the Medallia Experience Cloud, leads the market in the understanding and management of experience for customers, employees and citizens. Medallia captures experience signals created on daily journeys in person, digital and IoT interactions and applies proprietary AI technology to reveal personalized and predictive insights that can drive action with tremendous business results. Using Medallia Experience Cloud, customers can reduce churn, turn detractors into promoters and buyers, and create in-the-moment cross-sell and up-sell opportunities, providing clear and potent returns on investment.

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