

## THE 'TOUCHY-FEELY' FACTOR

Now that managers, and not HR people, are the ones primarily expected to use talent management software, the products' usability is listed as the most important factor in selection. Usability is also meant to counter resistance to using computers for managing people—a high-touch process in most organizations.

### WHAT IS THE MOST IMPORTANT FACTOR WHEN SELECTING A TALENT MANAGEMENT SUITE?



Source: Knowledge Infusion Suite Adoption Survey, 2007