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# HR TECH AWARDS

*powered by lighthouse research & advisory*

**TALENT MANAGEMENT**

BEST INNOVATIVE OR  
EMERGING TECH SOLUTION

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**2021**


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**ChartHop**

## Case Study: 2021 HR Tech Awards

Each year, technology companies across HR, talent, and learning apply for the HR Tech Awards to demonstrate the value they bring to their clients and to the broader industry. These case studies represent a sampling of the capabilities from the award winners in our program.

[Learn more about the HR Tech Awards.](#)

<b>Company Name:</b>	ChartHop
<b>Website URL:</b>	<a href="http://charthop.com/">http://charthop.com/</a>
<b>Insert Logo (JPG/PNG):</b>	
<b>Key Customers:</b>	BetterCloud, MongoDB, Starburst, Postman, Zoominfo, Assurance, Sequoia, Figma
<b>Category:</b>	Talent Management

## About The Company

Legacy HR platforms were built to store data. ChartHop is built to use it. ChartHop integrates otherwise siloed People Data from virtually any platform - Workday, ADP, Slack, Carta, BambooHR, Greenhouse, and more. ChartHop serves as a source of truth for people throughout the organization by enabling clarity and deeper insights into reporting structures and employee backgrounds, performance management, workforce planning, and more.

The tools and insights ChartHop provides are crucial across organizations' teams — from HR's daily workflow needs to executives navigating ever-changing business challenges of a "new normal." Clark Valberg, the CEO of InVision, is in the ChartHop platform several times a week and says "it's been a LONG time since a SaaS product has changed the way I operate the business with as much impact."

ChartHop empowers business leaders with accessible data that would otherwise be buried in countless planning meetings, spreadsheets, and disparate emails. Location, salary, and other People Data paint a clear picture of what's working (and not) within an organization, and more importantly, bring empathy and humanity into decisions at a company-wide level.

For example, with custom tailored analytics and reporting, users can uncover potential discriminatory biases in hiring, compensation, and representation. ChartHop's scenario planning environment then gives them the tools to plan out how to rectify those changes, and even prevent them altogether.

ChartHop provides immense value that so many need right now - whether the company is thriving like Figma, Postman and Startburst Data or restructuring like many others. Their customer base spans across industries in biotechnology, aerospace, computer software, education, non-profit, wine and spirits, and more. Customers come from different sizes, ranging from small and fast-growing startups to established public enterprise companies. ChartHop will redefine what organizational management really means.

## Problems The Technology Solves

Organizational management has traditionally been a broken, manual and time-consuming process. People information is strung together through multiple spreadsheets and it only provides a glimpse into the current state of an organization's affairs. Leaders, managers and employees outside of the HR department don't have context or visibility into the organization which can ultimately lead to blind decision-making.

While technology has long failed the strategic needs of people leaders, 2020 exposed the damage. Organizations are learning how to maintain a distributed workforce due to COVID-19, which leads to questions about structuring remote teams and keeping employees engaged. At the same time, the country's racial justice movement has rightfully called on organizations to champion diversity and fix inequalities in the workforce. These are all massive problems that fall on HR's shoulders, and they need technology to effectively do their jobs.

Now that the vaccine is steadily rolling out across the country, companies are proactively planning for returns to office, going remote for the long haul, or accommodating hybrid models. Whatever orgs choose, they will need to plan intentionally and keep their people front and center.

With ChartHop, orgs can actually make headcount plans for each scenario to determine what is best for their business. Rémy Cointreau leveraged ChartHop to streamline their headcount planning process. With greater clarity into org structure and department needs, they saved \$450K in reduced headcount spend.

ChartHop's headcount planning module fosters collaboration and transparency across departments, reducing meeting time and leading to faster insights and action. Hiring managers can see how proposed hiring plans impact budget in real-time, and can have plans approved within the platform.

ChartHop solves these challenges by surfacing and visualizing the people data leaders need to effectively manage their organization, such as location, gender, salary, eNPS surveys, continuous performances reviews, etc.

For example, Postman leveraged ChartHop's custom reporting to analyze employee's performance review and engagement data. Doing so provided insight into how many people were at risk of attrition and encouraged their teams to identify ways to support employees.

ChartHop's data rich org chart also gives every employee visibility into who each other are and how they fit into the organization's goals. With integrations with Slack, ChartHop reminds people about birthdays, work anniversaries, and other milestones that build culture, community and engagement.

It's simple questions like these, and others about one's compensation and performance, that end up costing HR teams a lot of time and money. With a self-serve model that allows employees to get the information they need when they need it, HR teams like at InVision saved the equivalent of \$2.5 M in lost productivity across the organization. ChartHop gives orgs the tools they need to understand their business on a deeper level and intentionally plan for their future.

## Client Case Study

As a fast growing tech company, Even Financial hired their first People professional, Alyssa, as they were undergoing rapid hiring and restructuring. The company was hiring talent at a rapid pace with Alyssa Nowicky spending most of her time scheduling 30+ interviews for hiring managers across the company.

Open positions often shifted in scope and priority, resulting in wasted hours of recruiting work, pipeline and budgeting challenges. With roles and new hires rapidly changing, there was no system to adequately capture Even's People data and to get people up to speed during onboarding.

The small People team at Even spent over 25% of their week answering ad hoc requests from business leaders. These inefficiencies were valued at over \$500k per year in lost productivity across the organization - or funds equal to 3 additional employees. Even wanted to provide leaders with the information they needed to run their business units, manage and grow their teams, and make the best decisions for the company. They tried spreadsheets and analytics dashboards from their HRIS. But every time they pulled a report, they had to double and triple check the data. They did not have one comprehensive system that could reliably provide accurate, access-controlled, customizable reports necessary to make data-informed decisions. That's when their new Chief People Officer, Kyle Roberts, found ChartHop.

ChartHop enabled Even to centralize and sanitize all workforce data, including historical data. Even was then able to build custom dashboards for each business leader, arming each with reliable data and getting back the hours they were spending fielding individual questions. "ChartHop is a comprehensive workforce

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management system that empowers business leaders to collaborate around workforce planning efforts, arming them with the data necessary to examine how various changes impact the business,” says Kyle Roberts.

Most valuable to Even is ChartHop’s scenario building functionality. Scenarios can be built for any and all workforce changes, enabling requests from business leaders to go through a thorough review and budgeting process.

With recruiting efforts driven by approved, detailed scenarios, open positions are appropriately scoped, prioritized and budgeted, recruiting efforts are effectively managed and Even’s overall time to fill is significantly reduced. ChartHop helped Even cut external recruiter fees by over 50%, and ensured actual payroll increases didn’t exceed annual budgets. If Even had ChartHop back when they scaled the team by 3x in 2019, they could have saved at least \$400k.

## About Lighthouse Research & Advisory

[Lighthouse Research & Advisory](#) is a modern, independent analyst firm dedicated to setting the standard for excellence in talent, learning, and HR with practical research and a hands-on approach. By providing compelling research and actionable insights, our team enables HR, learning, and talent leaders to deliver more value to the business. Our research examines competitive practices, cutting-edge technologies, and innovative strategies.

Ben Eubanks is the Principal Analyst at Lighthouse, providing insights for today's talent leaders and vendor partners. He works with practitioners from areas across the HCM spectrum, delivering high-quality research, insights, and advisory services to enable better business performance. His book, [Artificial Intelligence for HR](#), was published in 2018 and became a resource for educating the next generation of HR leaders at Cornell, NYU, and other notable educational institutions.

Prior to joining Lighthouse, Ben worked as a researcher, writer, and speaker for nearly more than 10 years, focusing on learning, talent acquisition, and talent management. During his tenure as a researcher, he has published more than 1,000 reports, case studies, and articles in addition to providing advisory services to executives from some of the largest and most respected organizations in the world.

He also has hands-on experience working as an HR executive, leading both strategic and tactical talent practices and giving his research a distinctly practical perspective. Ben has interviewed business leaders from notable organizations such as Southwest Airlines, IBM, H&R Block, McDonald's, AARP, and AlliedUniversal in his role as the host of [We're Only Human](#), a podcast focused on the intersection of people, technology, and the workplace. In addition, he founded and operates upstartHR.com, a community serving HR leaders that has reached more than one million readers since its inception.