



Publishing

A global solution for performance management



CASE STUDY





Client
SAGE Publishing

Industry
Publishing

Project
Giving the people of Sage a global solution
for performance management

Introduction

Sage Publishing is a global organization that wanted a performance management solution that would give employees the same great experience wherever they were in the world. We've been working with their team to give them just that.

In 1965, SAGE Publishing was founded in the U.S. by Sara Miller McCune. SAGE focuses on publishing impactful research and enabling robust research methodology. Each year, SAGE publishes more than 1,000 journals and 900 new books globally, as well as library products and services that include archives, data, case studies, and videos.

SAGE has nearly 2,000 employees working in offices spread across the globe. Some time ago, SAGE recognized the opportunity to improve how employees manage their performance, and so they began the search for a new solution. This is how they became a valued customer of Advanced Clear Review!

We met with Greg Alan, Director for Organizational Development in U.S., Canada, and Australia, and Sophie Hughes, Head of Learning and Development across the UK and people development in India and Asia-Pacific, to talk about their performance management journey.





How did SAGE used to handle performance management?

Before SAGE implemented Advanced Clear Review, their performance reviews consisted of annual appraisals done with fillable documents. This process had been in place for 10 years and problems were becoming apparent.

HR drove this process, having to send communications to their management team to remind them to conduct reviews with all their staff members, then they would get sent around 500 reviews on paper to sort through.

These reviews caused a lot of stress and slowed down productivity rather than adding value to the company. Having them all take place at the same time put a lot of strain on the entire management team as well as HR, adding to their already busy work loads, making the annual appraisal a major pain point for many in the company. Which is why SAGE began its search for a better solution that would facilitate continuous feedback up, down, and across the organization, not just through direct report lines

A top-down view of a person's hands typing on a silver laptop keyboard. The person is wearing a blue denim jacket over a white top with large black polka dots. A gold-toned bracelet is visible on the left wrist. To the left of the laptop, a white coffee cup with a dark lid is partially visible. The background is a light-colored wooden desk. The text is overlaid in white on a semi-transparent dark background.

Clear Review was much more cost effective for the size of their company, so being able to find a solution that worked for them at a price point they were happy with was a big selling point.

What drew SAGE to Clear Review?

SAGE had a list of requirements they wanted to meet with their new performance management system, with the most important being on empowering all employees to take ownership of their performance and development. With SAGE being a global company, they needed to ensure their solution had a global reach too, and they also wanted to ensure ease of use with the new system, something that all members of staff could navigate successfully.

“Once we knew what our requirements were we started reaching out to different vendors, Clear Review really stood out to us because of its ease of use from an employee and manager perspective, but also because of its functionality from a HR and admin point of view. It really is just so simple to use for everyone, and allowed us to make the changes we wanted and support our people.”

Sophie Hughes - Head of Learning and Development at SAGE.

SAGE also found that in comparison to other vendors, Clear Review was much more cost effective for the size of their company, so being able to find a solution that worked for them at a price point they were happy with was a big selling point.





What are the biggest benefits SAGE have seen for their organization?

SAGE explained the ease of use meant rolling the platform out to employees was a relatively straight forward process, they made an in-house training video, which they now use during onboarding, and sent this round to their staff. There was no long face-to-face training needed to get people up and running.

Reflecting on the time they've used the system Greg explains,

“We have noticed a lot of people engaging with the system well, using it to give and receive feedback, which is all stored and shown on the platform clearly. It really helps all of our team members know how they can manage their own development, and that of any direct reports they might have.”

Greg Alan - Director for Organisational Development at SAGE.

As a whole, the work force at SAGE is a busy and hardworking one, meaning that Clear Review has come in useful when setting priorities for workers. A busy workload can sometimes be overwhelming, but by setting short term goals with target dates, employees can see where their attention needs to be and when.

So, what's next for Sage and Clear Review?

“Moving forward we plan to take a deeper look into how our employees are using the platform, if certain teams are using it more or less than others, and if people are using the platform in different ways. We want to ensure everybody is getting as much out of Clear Review as possible.”

Sophie Hughes - Head of Learning and Development at Sage.








We would love to show you more

To discover how Advanced Clear Review could help your company with performance management get in touch with us today.

[Book a demo](#)

 +44 (0)20 3637 4489

 www.oneadvanced.com

 hello@oneadvanced.com