Glean Battle Card for HR Teams

General Information

Relevant Competitor Products

Glean offers several key products within the **Work AI Platform** that are relevant to HR teams.

If customized for HR experiences
Glean Assistant
Workplace Search
Work Hub

To build new HR experiences
Glean App Builder
Glean Actions SDK

Glean **does not**, however, provide an OOTB assistant like HR Assist, and it does not currently have any HR templates in its prompt library.

Target Audience(s)

HR teams in mid-to-large enterprises, focusing on streamlining employee interactions, enhancing productivity, and optimizing HR processes.

Use Case

Kore.ai's HR Assist focuses on automating HR processes using a combination of conversational AI, generative AI, and search, while Glean focuses primarily on improving information discovery and search across enterprise systems.

Pain Points and Solutions

Common HR Pain Points

- **Repetitive Administrative Tasks:** HR teams spend significant time managing routine tasks like benefits administration and leave requests.

- **Fragmented Knowledge:** HR teams struggle to find documents spread across multiple platforms, leading to delays in providing employees with important information.

Kore.ai's Solutions

- **Automation of Routine Tasks:** HR Assist automates a wide range of repetitive processes OOTB, allowing HR to focus on strategic initiatives.

- **AI-Driven Conversations:** Quickly resolves employee inquiries using generative AI and search AI, improving response times for HR requests.

Glean's Solutions

- **Centralized Search:** Consolidates information across platforms, enabling HR teams to find policies and documents easily.

- **AI-Generated Responses:** Quickly answers HR-related questions, improving employee satisfaction by reducing response times.

Market Differentiators

HR Assist: Known for its advanced conversational AI and task automation, Kore.ai excels at managing HR processes through a virtual assistant that can interact with employees, significantly reducing administrative burdens and employee frustration. It's ideal for teams looking for end-to-end automation of HR functions.

Glean: Positioned as a leader in knowledge discovery, Glean's advantage lies in its deep enterprise search capabilities and market exposure following their recent major funding round. HR teams needing a tool to access fragmented knowledge quickly and onboard employees faster using the same materials will find Glean more suitable in the short term.

Pricing and packaging

Pricing is based on the number of total seats accessing Glean, with different pricing for using Glean's SaaS offering or hosting Glean using their own cloud services. For self-hosting, the cost is less per seat, but you ultimately incur additional costs for cloud infrastructure and labor to manage that infrastructure.

The average price per user is **$40 per user per month ($480 per year)** with basic volume discounting. Self-hosted is estimated at $35 per user per month, but you would incur extra storage, computing, and labor expenses.

Glean policies also include pro-rata fees for overuse (invoiced separately). Renewals may also come with a 7.5% increase over the then fees, and a 10% fee is required for each Glean service if the customer does not agree to allow their brand and logo to be used by sales and marketing within six months of the contract term.

Disclaimer

Everything in this document is designed to be customer-facing, unless noted otherwise **in red**, but <u>do not</u> share the document directly, and be selective about copy and pasting any information. This document is always living. Reach out to **sean.lynch@kore.com** for questions and feedback.

Strategic Information

Competitive Advantages

Advantage: Kore.ai

- ✅ HR workflow automation with comprehensive OOTB templates
- ✅ NLP and generative AI features at runtime and design time
- ✅ Multichannel and multilingual support
- ✅ Voice use cases
- ✅ Self-service tooling (workbench)
- ✅ Search configuration and control (enrichment, retrieval, etc.)
- ✅ App management
- ✅ Analytics and reporting

Advantage: Tied

- → Multi-LLM
- → Indexing and API orchestration

Advantage: Glean

- ❌ Onboarding assistance (via dedicated Work Hub)
- ❌ Content sources
- ❌ Business rules
- ❌ Search experience
- ❌ Strong document-level security and access control

Weaknesses to Exploit

- **Limited HR Process Automation:** Glean's strength lies in knowledge discovery, not workflow automation, making it less suitable for HR processes like attendance and case management.

- **Read-Only Integrations:** Most of Glean's OOTB integrations are read-only, so users can only consume the information provided (as Glean is primarily about surfacing relevant information) instead of both pulling relevant information *and* taking direct action in enterprise systems.

- **No HR Focus:** Primarily a search and employee directory/homepage (via Work Hub) tool, Glean may not address broader HR management needs.

Key Takeaways

Kore.ai HR Assist is ideal for HR teams seeking automation of HR processes and employee support via conversational AI and search. Its strengths lie in automating workflows and handling repetitive tasks efficiently.

Glean is better suited for HR teams that need enhanced knowledge discovery and search functionality. If HR's key pain point is locating and managing dispersed information, Glean might prove to be a more attractive alternative.

Talk Tracks

How We Position

Use this section as soundbites and coaching points when a customer asks, "What makes you different from Glean for HR?"

1 Validate competitive presence:

Happy to share some perspective. What have you seen from Glean so far? Is your HR team already using it or just exploring it?

2 Acknowledge competitor strengths:

From what I've seen, Glean's Work Hub is a great resource for making announcements, finding colleagues, and creating collections of HR documents for onboarding, benefits, and other purposes. And its enterprise search helps reduce all those one-off messages and emails about company policies.

3 Reframe:

However, they don't provide much else in the way of HR-specific functionality, so you'd have to build custom actions via the Actions SDK to enable Glean to both push and pull information from your systems. Setting up the search experience itself can also be very developer-oriented, so you'll likely need Glean's support to get things up and running and make changes as time goes on.

4 Specify:

Unlike Glean, HR Assist automates key HR process end-to-end, from tracking time-off requests to task management, while still offering multi-channel conversational AI capabilities. HR Assist is perfect for enterprises looking to reduce HR's workload by automating repetitive inquiries and tasks, allowing your HR team to focus on strategic initiatives.

Kore.ai also offers the most configurable and comprehensive fusion of conversational, search, and generative AI capabilities on the market. Our platform is model, data, cloud, and application agnostic, so you can quickly build upon your existing architecture and integrate all the LLMs and technologies you need to future-proof your search investments.

Tactical Information

Product Teardown

Feature	HR Assist	Glean
✅= Differentiated ✔ = Supported — = Partial ✖ = Not supported ◆ = Roadmap		

Core HR Features

This section covers core pre-built functionality and use case coverage for HR teams. Glean does not provide a dedicated HR virtual assistant.

Feature	HR Assist	Glean
Domain fine-tuned LLM (HR LLM)	✅	✖
Employee engagement: poll templates	✔	✖
Employee engagement: survey templates	✔	✖
Employee engagement: announcements	✔	✔
Benefits management (viewing)	✔	✔
HR knowledge management and documents	✔	✔
Manager self-service (resignation and recognition)	✔	✖
Manager self-service (change location, job, etc).	✔	—[1]
Manager notifications	✔	✖
Employee directory (find colleagues, reports, etc.)	✔	✔
Profile management (numbers, names, etc.)	✔	✔
Case management (raise, view, and resolve cases)	✔	✖
Case management (add and view comments)	✔	✖
Absence management (manage leaves and time off)	✔	✖
Absence management (approvals and holidays)	✔	✖
Compensation (view and download payslips)	✔	✖
Compensation (ask aggregate question on pay)	✔	✖
Timesheet management (view, edit, and approve)	✔	✖
Timesheet management (ask aggregate questions)	✔	✖
Task management with checklists	✔	✖
Onboarding (welcome kits and checklists)	✔	—[2]
Onboarding (new hire announcements)	✔	✔[3]
Onboarding (documents, policies, and form filing)	✔	—
Onboarding (scheduling and virtual tours)	✔	✖
Onboarding (set up and assignments)	✔	✖
Offboarding (processing resignations)	✔	✖
Offboarding (exit surveys)	✔	✖
Integration with employee experience universal bot	✔	—
SAP SuccessFactors integration	✔	✖
ServiceNow HR Helpdesk integration	✔	✖
Workday integration	✔	✔[4]
Workday sandbox integration	◆	✖
Oracle integration	✔	✖
Oracle sandbox integration	◆	✖
ADP Workforce Now integration	✔	✖
BambooHR integration	✔	✔[5]
Analytics and insights tracking	◆	—[6]

Product Extensibility and Administration

This section provides a high-level view of the tooling available to extend and personalize the provided solutions.

Feature	HR Assist	Glean
Dedicated workbench for personalizing solution	✔	—[7]
Comprehensive personalization options	✔	✔
Robust testing and debugging tools	✔	—
Languages supported	135+	12[8]
Channels supported	45+	8[9]
Other prebuilt integrations	190+	100+[10]
Enterprise administration	✔	✔[11]

Automation and Generative AI

This section provides a high-level view of core automation and Gen AI features.

Feature	HR Assist	Glean
Flexible LLM framework with orchestration	✅	✔[12]
Fine-tuned domain LLM models	✔	✖[13]
External NLU connectors and multi-engine native NLU	✅	✖
LLMs at runtime and design time	✔	✔

Feature	HR Assist	Glean
✅ = Differentiated ✔ = Supported − = Partial ✖ = Not supported ⬢ = Roadmap		
Advanced guardrails for LLMs	✅	−
Prompt management suite	✔	✔
Advanced dialog and context management	✔	−[14]
Advanced voice capabilities	✔	✖
Bot orchestration (internal and third-party)	✔	✖
Knowledge Search (High-Level)		
Search AI comes packaged with all Assist Solutions and covers a wide range of search knowledge use cases. This section provides a high-level comparison of enterprise search features.		
Content sources	−	✔
Content extraction	✔	−
Content enrichment	✔	−
Indexing	✔	✔
Business rules	−	✔
Retrieval	✔	−
Answer configuration	✔	−
Search experience	−	✔
Employee solutions	−	✔
Self-service for search experiences	✔	✖
Observability	✔	✖
Analytics	✔	−
App management	✔	−
Workhub	−	✔
Security	✔	✔
API orchestration	✔	✔
Advanced features	✔	✔
Other Products		
This section shows the full range of Kore.ai products and solutions. This allows you to tell a much broader story about the value Kore.ai can bring to an organization, even when starting with just one use case (i.e., HR automation).		

	HR Assist	Glean
Agent assistance (Agent AI)	✔	−[15]
Contact center (Contact Center AI)	✔	✖
Generative AI applications (GALE)	✔	−[16]
IT Assist	✔	✖
RecruitAssist	✔	✖
BankAssist	✔	✖
RetailAssist	✔	✖
HealthAssist	✔	✖

Notes
1. Glean's Work Hub provides some ability to change employee information (unless the information is pulled directly from a 3rd party integration like BambooHR).
2. Managers could create a welcome kit containing onboarding documentation or upload a checklist document - all hosted in the Work Hub.
3. You can use Work Hub's general announcement feature for this, which supports announcements to all employees or only certain ones based on name, department, and location.
4. The Glean integration allows users to view finance data and analytics, HR org charts and guidelines, and IT processes and capabilities.
5. Glean's integration allows users to find the employee name, title, department, manager email, join date, and phone number.
6. Glean provides a limited insights dashboard with tabs covering teammates, content, searches, collections, and go-links.
7. Glean Assistant and Glean Apps development is mainly driven by the use of LLMs and a step-by-step process rather than a flow builder. Specific collaboration-type features (like commenting on flows) also do not appear to be supported.
8. Glean Assistant supports 12 languages, including English, German, Japanese, Spanish, Chinese, and French.
9. Glean supports limited communication channels, including Gmail, LumApps, Microsoft Teams, Pingboard, Sharepoint, Simpplr, Slack, and Zulip.
10. Glean provides connectors. These are segmented as such: native, push API, and web history-based, each with very different functionality supported.
11. Glean provides various enterprise admin features like DLP and eDiscovery tools.
12. Glean provides more limited model support through Glean's Azure OpenAI key, your own OpenAI key, Google's PaLM 2, Gemini 1.5 family of models, and Anthropic Claude Sonnet. To use any other LLM provider, including your own models, you must work directly with the Glean sales or technical services team to build a custom integration.
13. Glean does not appear to provide its own LLM models, although it does provide a Public Knowledge assistant with similar functionality to ChatGPT. This assistant does not search for internal company knowledge.
14. Glean Assistant considers the context of who is making a request. Users' results are personalized based on knowledge graph data to ensure that each person sees the information relevant to them and their role.
15. Glean Assist and Glean Assistant can be used outside of a chat to write customer emails, summarize documents, and offload basic tasks. It can also automatically create case summaries from tickets and upload them to service applications so teams handling follow-ups have context on prior interactions. While Glean does not provide an explicit agent dashboard or integration to other agent desktops, you can use Glean to answer knowledge-based questions using a ⌘J / ALT-J shortcut or within Glean itself.

16. Glean Apps is a lightweight generative AI builder for creating no-code custom generative AI agents, assistants, and chatbots. It leverages Glean's core competencies, including enterprise search, conversational AI assistant, enterprise data connectors, user permissions, and data governance. Many features, like actions and triggering, are still in beta.

Supporting Information

External Validation

Analyst or Review	Kore.ai	Glean
Forrester Wave: Conversational AI	Leader (2024)	Not Included
Forrester Wave: Cognitive Search	Str Performer (2023)	Contender (2023)
Aragon Research Globe for CAI	Leader (2024)	Not Included
G2	4.7/5 (304 reviews)	4.48/5 (155 reviews)*
Gartner Peer Insights	4.7/5 (82 ratings)	4.8/5 (134)
Trustradius	8.0/10 (6 reviews)	9.5/10 (5 reviews)