TalentLens Online Migration to Palladium

FAQs

General Migration Information

1.Why are we moving from TalentLens Online to Palladium?

Pearson's talent assessments (formerly TalentLens) are transitioning to Palladium to offer you a more flexible, secure, and modern assessment platform. Palladium provides enhanced functionality, robust security, and a better overall user experience.

2. What is Palladium?

Palladium is an industry-leading, cloud-based assessment platform. It supports a wide range of assessments, advanced security features, seamless integrations, and customizable workflows. It's built specifically for high-stakes, global testing environments.

3. When will the migration begin?

The customer migration from TalentLens Online to Palladium will begin in **October 2026**.

4. Will the migration happen all at once?

No, the migration will happen over a **phased timeline** to minimize any disruption to your operations.

Platform Experience

5. Will there be changes to the assessments themselves?

No, the assessment content has been thoroughly tested on Palladium to ensure a seamless and uninterrupted experience. The format and scoring will remain consistent. For some assessments, Palladium offers an enhanced user experience.

6. How is Palladium better than TalentLens Online?

Palladium offers many benefits, including:

- Enhanced customization of workflows and reports
- Advanced security (FedRAMP Moderate Compliance, ISO 27001 certification)
- Modern accessibility (508 and WCAG compliance)
- Robust real-time reporting and dashboards
- Multi-language support, including right-to-left languages like Arabic
- High availability (99.99% uptime since 2019)

7. Will Palladium support integration with our existing systems?

Yes. Palladium integrates seamlessly with ATS, LMS, and third-party systems using standard APIs. API documentation can be provided if needed.

8. Will users need new login credentials?

Your authentication process may be updated. Palladium supports various authentication methods, including Single Sign-On (SSO) and multi-factor authentication. Specific instructions will be shared during onboarding.

Training and Support

9. How will users learn to navigate Palladium?

Training is available through our Skills Academy. You can also contact your Pearson account manager. If you are unsure who that is, submit a customer support form and someone will follow up.

10. Who can I contact if I have questions or need help?

Your account manager is your primary contact and will guide you through every step. Additionally, there will be a support team available for technical questions once you are live on Palladium.

11. What if we have special requirements or custom workflows?

Palladium is highly configurable. We will work closely with you to ensure any custom workflows, reporting needs, or special requirements are met without costly coding.

Security and Compliance

12. How secure is Palladium?

Palladium is built with security at its core. It uses end-to-end encryption, supports strong authentication options, meets FedRAMP Moderate and ISO 27001 standards, and undergoes continuous monitoring and independent audits.

13. What about data privacy and localization?

Palladium hosts its infrastructure on AWS, with data centers in North America and Ireland. Data is stored in the EU or NA depending on your region, ensuring compliance with local regulations.

Next Steps

14. What should we expect next?

You will receive an email from Pearson informing you of your specific migration timeline.

In the meantime, feel free to familiarize yourself with the Palladium platform by taking the Palladium course in our Skills Academy.

If you have specific questions or requests, please reach out to your account manager or customer support.

We are committed to making this migration seamless and ensuring you benefit from the enhanced capabilities Palladium offers!