



CASE STUDY



Gallagher Scales Leadership Development with 360 Degree Feedback powered by Explorance Blue

About Gallagher

Gallagher is a global consulting and insurance brokerage serving organizations of all sizes—from mid-market businesses to large multinational enterprises and public sector clients. Within its People Development and Insights practice, Gallagher partners with companies worldwide to strengthen leadership and sales capability, foster engagement, and drive measurable business performance.



Insurance | Risk Management | Consulting



CHALLENGE

Transforming Manual 360s into Scalable, Insight-Driven Programs

Before adopting Explorance Blue, Gallagher Canada relied on a general-purpose survey tool to manage assessments across client programs. The process was highly manual and time-intensive. “We were spending far too much time cleaning data and formatting reports just to make them useful for learners and buyers,” recalls Michelle Moore, SVP of Talent Solutions at Gallagher.

As Gallagher’s client base grew globally, the limitations of their existing approach became more evident. Running a 180 Degree Feedback review for just 120 participants required significant manual coordination, making it difficult to scale or customize. “We knew we needed a solution that could grow with us—something that was technically strong but also people-oriented,” says Moore.

Gallagher evaluated several providers and quickly identified Explorance as the best fit. The company was already familiar with Explorance through its learning measurement solution, Metrics That Matter (MTM), which stood as a testament to reliability and partnership.

SOLUTION

Customizable, Global 360 Degree Feedback Programs That Strengthen Client Impact

Gallagher Canada implemented Explorance Blue in 2021, adding 360 Degree Feedback assessments to complement its leadership and learning programs. “Our goal was to provide measurable insights into leader strengths and capability gaps while giving our clients tangible evidence of ROI,” says Moore.

Implementation was smooth and fully supported by the Explorance team. “It was our first technology deployment outside of Microsoft, and the Explorance

team held our hand through the entire process,” says Moore. “We felt supported from day one.”

The ability to tailor every aspect of the survey, from question design to communications and reporting, proved crucial to Gallagher’s approach. “We’re a custom shop. We don’t do off-the-shelf solutions. Explorance allows us to meet each client exactly where they are,” Moore emphasizes.

OUTCOME

Driving Tangible ROI and Enabling Business Growth

With Explorance, Gallagher has significantly increased efficiency, consistency, and client satisfaction. Automating data collection and report generation has freed up the team to focus on insights and strategic recommendations rather than administrative work.

“Now we can send aggregate reports that help our clients tell their story and secure continued investment in their people,” says Moore. This data-driven evidence has become a powerful enabler for Gallagher’s clients – demonstrating leadership growth, reinforcing program impact, and justifying ongoing funding.

The internal impact has been equally transformative. After the first deployment, Gallagher conducted a formal retrospective to refine its internal process, developing standardized governance, phased checklists, and clear decision-making frameworks. “We now have rigor in how we run 360s, clear phases, governance, and standards,” Moore notes. “It’s allowed us to operate more efficiently and scale across multiple clients simultaneously.”

In addition to efficiency gains, Gallagher reports measurable business outcomes. By consolidating 360 programs within a single, flexible platform, the firm has been able to expand its leadership development offerings to global clients across various industries.

A Partnership That Delivers Long-Term Value

For Gallagher, the partnership with Explorance extends beyond technology. “The team is incredibly responsive and proactive,” Moore says. “It goes a long way in building trust and keeping us with Explorance.”

As Gallagher looks ahead, the firm plans to continue growing its 360 offerings, leveraging Explorance’s evolving roadmap to further enhance data visualization, participant experience, and global scalability. “Explorance listens to what matters most and builds it into the roadmap,” says Moore. “That gives us confidence to keep our partnership.”

When asked to summarize the partnership, Moore doesn’t hesitate:

“Explorance gives us the flexibility, support, and confidence to deliver high-impact feedback programs at scale. It’s a partnership that truly helps us grow our business.”