

TECHWOLF

How a global bank got an accurate view of skills in 8 weeks

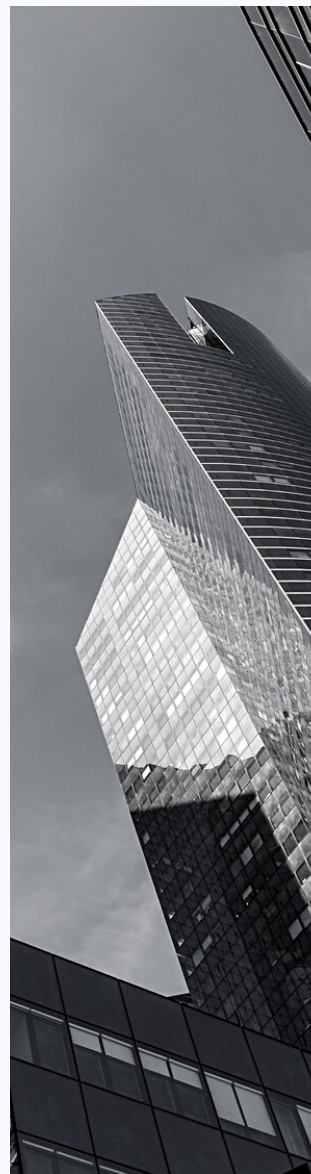
Customer Story



About the customer

The global retail & insurance bank is located in more than 10 countries. Headquartered in Europe, the company employs more than 35.000 people.

Widely considered ahead of the curve in digital transformation across the banking industry. A pioneer in adopting AI assistants and launching their own crypto. The bank has been internationally awarded for its banking app and named one of the best digital performers in Europe.



The Challenge

This global bank made a big bet on becoming a fully skills-based organisation: they changed various processes to become skill-driven. They implemented a state-of-the-art skills-based employee experience platform. But both the methods and experience platform were underwhelming because of a lack of reliable data.



Skills data was inconsistent and of poor quality. Some people entered 100+ skills, and others did not even bother.



There was no differentiation between different people in the same role. The organisation wrongly assumed everyone in the same job had the same skills.



Executives and HR did not trust the data available to them.

Poor skills data hindered the organisation's objectives for workforce planning, internal mobility, and L&D. Performance discussions lacked evidence. Managers and employees often disagreed on assessments. Learning and development could not demonstrate the impact of its high budget.

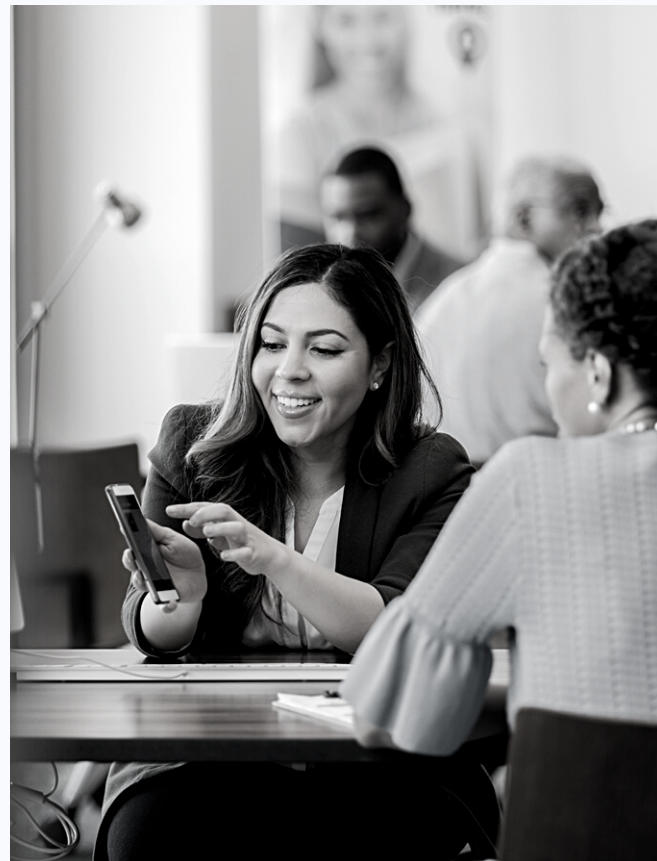
The company was unable to move quickly in talent mobility & learning. Reactive workforce planning meant the company often over- or underhired.

In general, the adoption of skills was low - 64% of employees stated they struggled with the process, and no more than 48% of employees completed their profiles once a year, only to add 1 or 2 skills.

The Goal

Like many banks today, the company needed to transform into a more digital version. The CEO announced he wanted to focus on the internal development & reskilling of employees rather than mass terminations/layoffs. The CHRO wanted to be able to report on the progress of this reskilling and wanted leadership to trust the validity of their data.

- The **CHRO** wanted to use data and people's digital footprint to understand which essential skills people have, which are being used daily, and which skills show measurable improvement after learning interventions.
- **HRIT** wanted to plug TechWolf's API into their existing ecosystem. They needed to feed skills data into systems that already worked with skills without requiring new platforms or extensive change management.
- **L&D** wanted to measure its ROI, and demonstrate learning effectiveness & efficiency. It required learning activities linked to performance management and skill gaps.
- **DEI** wanted to create a more equitable way of developing the workforce, and use technology to ensure more people have access to the support and development they need.
- **Workforce planning** needed to base itself on targeted interventions, including recruitment, internal mobility and redeployment, and learning and reskilling.



The Solution

TechWolf first ran a data maturity scan and quantified new skills data. Next, the teams worked together to design the program for a broader rollout and prove that TechWolf's skill inference AI could fix their skills data.

TechWolf then helped the company discover the skills problem that was hurting them and offered a solution that perfectly matched their vision of a skills ecosystem. TechWolf solved the data problem without introducing another employee-facing tool or using surveys or other manual methods.



The Results

After onboarding, it took only 8 weeks for TechWolf to deliver demonstrable results. Employees at the bank evaluated their own skill profiles (as did managers). The approval rate for the process jumped to 95%.



100% completion.

The skills of every employee are now listed.

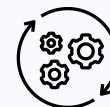


Both employees and managers voiced **strong approval.**



150% more skills.

The bank gained a detailed view of essential skills for every employee, including previously hidden ones.



The bank only had 13% of employees update their profile more than once per year. Using TechWolf, the information is now **updated daily.**



There is tangibly **higher internal mobility** and healthy competition between the internal and external labour market.

TechWolf not only gave this global bank insights into the skills problem that was hurting them, its CHRO saw that she could use skills data to drive her entire roadmap forward.

From now on, TechWolf will be integrated into a set of lightweight skill-focused screens for employees, giving them access to their skills and skill-enhancing systems already in place. All with minimal change management required.

TECHWOLF

Know the skills of your workforce. Finally.

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