



Buyers Guide: 5 Key Workforce Intelligence Evaluation Criteria

To get your strategy and investment in Workforce Intelligence technology right, it's critical to understand the business outcomes these platforms can drive for your business.

In this guide, you'll gain insights into the business case for Workforce Intelligence, the outcomes it can deliver, and the key questions you should be considering when selecting the right solution for your business.

Read on to set your organization up for success in the new world of work





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A Note from our CEO



“Workforce Intelligence will not only revolutionize how we as leaders work, it will also enable us to create more equitable and impactful organizations by ensuring no one is hidden. The new world of work will be designed with inclusive, data-driven decision making with every people leader having a **Zero Wasted Potential** people strategy that they report to shareholders on and bake into their organizational planning.”

Reejig | Siobhan Savage
CEO & Co-Founder



1 The Business Case for Workforce Intelligence



As organizations skyrocket towards a new world of work and continue to grapple with the impact of the pandemic and an uncertain economic outlook, workforce optimization has never been more important or strategic – or more challenging.

The compounding pressures of volatile financial markets, border closures, political unrest, changing operating models, and rapidly changing workforce conditions are forcing executives to look for new ways to win. In this environment, the organizations that have the capability to get the right skills, in the right place, at the right time — will win.

Enterprise leaders are facing crippling internal challenges

Organizations are struggling to keep pace with changing business models and market dynamics as a result of:

- 1 Workforce knowledge sitting in silos due to disconnected datasets, teams, and KPIs
- 2 A fundamental lack of visibility into the skills and potential of their workforces
- 3 Limited insight into the busyness of their people and teams



Enterprise leaders are facing crippling internal challenges

What this means is organizations are ‘flying blind’ with no easy or scalable way to get 100% visibility of their skill, experience, and potential in their workforce, and no easy way to ensure that the talent decisions they are making are fair, equitable and free of bias.

The impact of these challenges is three-fold:



Individuals, particularly minority groups, aren't being given access to opportunities and are subject to unconscious biases based on gender, race, disability, and more.

Organizations aren't optimized as they don't have the insights to get the right skills, in the right place, at the right time.

Society is impacted, as organizations aren't building the capability the economy needs for the future.

The impact and costs are real



\$136k

the avg cost of losing the employee and backfilling vs. reskilling for a skilled worker.

Source: Adecco Group; BCG



87%

of executives are already experiencing skill gaps or expect to face them within a few years.

Source: McKinsey



A fresh approach to workforce optimization

How leading organizations are solving the problem

To address these very real challenges and costs, organizations need a fresh approach that enables them to win in this new world of work. One that enables them to:

- ① Create a skills inventory and ontology** - Consolidate all of their talent data into one place to produce a live skills ontology aligned to their job architecture
- ② Align talent and business plan** - Inject a skills-based approach to all talent planning aligned to the current and future state of the business
- ③ Drive workforce optimization** - Mobilize your entire talent ecosystem to maximize the potential of their skills across jobs, projects, short-term assignments, and gigs
- ④ Empower your employees** - Provide the tools your employees need to understand where they can apply their skills and what to do to reskill or upskill for the future
- ⑤ Automate and scale** - Drive transformation at scale through automated notifications that are personalized and perfectly-timed





2 Introducing Workforce Intelligence

The emergence of Workforce Intelligence has finally given executive leaders the understanding of where people and their skills are best served within an organization.

With Workforce Intelligence platforms, organizations have the power to bring together insights about their entire workforce – from people and processes to skills and pathways. This means activating and enhancing all the data in your HR tech stack to provide one central nervous system to support all talent decisions.

What can Workforce Intelligence deliver for your teams?



Executives and people leaders

can strategically optimize their workforces with the right skills in the right place at the right time.



Workforce strategy teams

can plan their workforces for today and the future with actionable workforce insights.



Learning and Development teams

gain visibility into the organization's skill gaps and build the right learning programs for the business.



Talent Management teams

get the full picture of their organization's skills and talent, enabling them to build talent management and succession plans at scale and engage people with personalized pathways to advance their careers.



Diversity, Equity, Inclusion, and Belonging teams

can reduce bias in recruiting in talent management processes, proactively engage talent from under-represented groups and track progress to diversity goals.



Talent Acquisition teams

get 100% visibility across their entire internal and external talent ecosystem, enabling them to build talent shortlists with high-quality, diverse candidates in seconds, not hours.

In the next sections, we'll walk you through some of the key outcomes that you can expect a Workforce Intelligence platform to deliver to your organization, and some of the key questions and criteria you can look for to make sure you reap the benefits immediately.



3 Key outcomes you can expect from a Workforce Intelligence platform

When selecting the right Workforce Intelligence solution for your business, it can be helpful to evaluate vendors based on the outcomes you're looking for the software to deliver. In this section, we'll break down the 5 key outcomes Workforce Intelligence solutions can achieve for your business, and the criteria to look for, and check off, in each.

Key outcomes you can expect from Workforce Intelligence software:

Outcome 01

A live and complete skills ontology aligned to your job architecture

Outcome 02

Automated skills profiles for everyone in your talent ecosystem

Outcome 03

A skills-based approach to workforce optimization

Outcome 04

Personalized career paths to allow your workforce to self-guide their careers

Outcome 05

Decision-making support driven by independently audited Ethical AI



Outcome 01

Complete
Skills Ontology

A complete skills ontology aligned to your job architecture

We know your talent data and job data sits across multiple internal and external sources databases, so you need a way to consolidate it into one living, breathing talent ecosystem.

Workforce Intelligence has the ability to extract skills from every type of documentation imaginable — from school transcripts and CVs to data in your ATS, CRM, and HRIS and public profiles on LinkedIn, GitHub, and more — unlocking the full potential of previously disconnected data. Ethical AI models can build a live skills ontology contextualized to your unique job architecture, meaning you have a dynamic view of all the skills across your organization.

What's the difference between a **skills taxonomy** and a **skills ontology**?

Traditional skills taxonomies group your skills based on job titles and classifications, while ontologies showcase the interrelationships between the skills a person has and the skills required by a role. What this means is you can take a truly skill-based approach to identifying skills adjacencies and filling skills gaps before they impact your organization.

Does it meet the criteria?

When evaluating Workforce Intelligence platforms that give you a complete skills ontology, make sure they enable you to:

- ✓ Optimize and enrich your existing HR tech stack with a two-way data feed
- ✓ Ingest all of your employee data, non-employee data, public data, and job data to automatically build you a complete skills ontology
- ✓ Keep your skills ontology up to date with live feeds to internal systems and publicly available data
- ✓ Map in your unique job architecture and not just rely on industry job models



Outcome 02

Instant
Business Value

Instant business value that doesn't rely on employee adoption

Typically organizations have relied solely on what candidates and employees are willing to tell them through resumes, interviews, and employee management platforms. And forget employee profiles — on average less than 20% of employees fill them out.

Workforce Intelligence has the power to create automated skills profiles for everyone in your talent ecosystem — from previous applicants to current employees, gig workers, and alumni — meaning you never have to rely on manual employee input for skills ever again. These dynamic profiles are constantly updated giving you a 3D view of your people's skills, experiences, and potential, so you can say goodbye to manual updates.

Does it meet the criteria?

When evaluating Workforce Intelligence platforms that give you instant business value, make sure they enable you to:

- ✓ Automatically create employee profiles for everyone in your talent ecosystem
- ✓ Continually update employee profiles based on live feeds of data
- ✓ Provide you with the known skills, likely skills, and technology skills for all
- ✓ Give employees the ability to edit their profiles with additional skills and passions
- ✓ Deliver instant business value with a 12 week ramp time (that doesn't require employee input)



Outcome 03

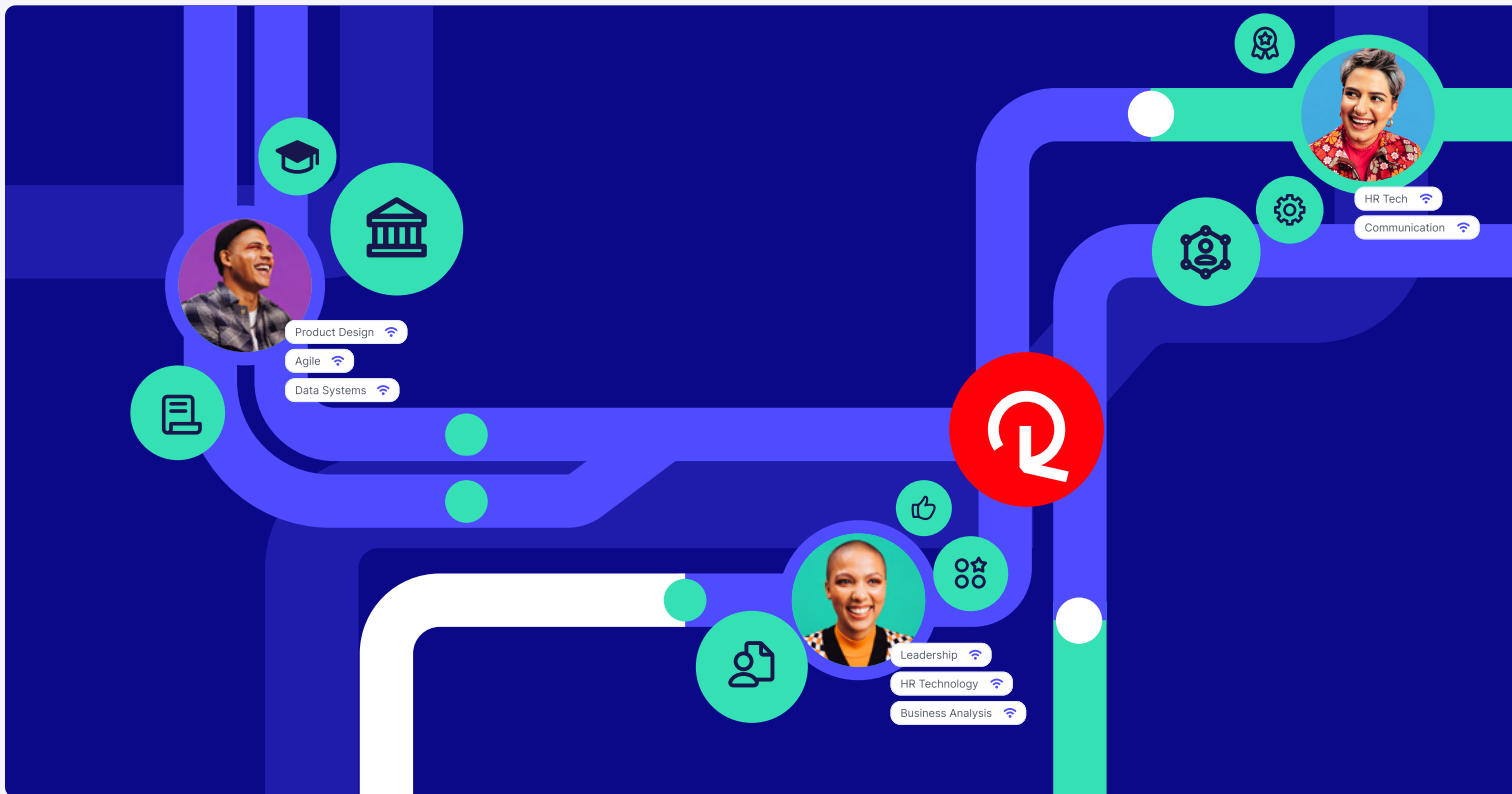
Skills-Based Approach

A skills-based approach to workforce optimization

Being able to get the right skills, in the right places, at the right time, and doing so in an agile way, isn't just a competitive edge — it's mission critical.

As a result, the need for more intelligence into the skills of workers is becoming more crucial for organizations by the day. Not only is it incredibly difficult to build an effective workforce strategy that utilizes the full potential of your teams without insight into the makeup of your people, but companies also need to build plans to reskill and upskill their teams in preparation for future market shifts.

By mapping your entire workforce — from people to processes, to skills and pathways — from one central nervous system within the organization, teams, and organizations have the tools to understand and plan for market shifts and move people around based solely on their skills and potential.





Does it meet the criteria?

When evaluating Workforce Intelligence platforms to gain a skills-based approach, make sure they enable you to:

Workforce Strategy:

- ✓ Identify critical skills gaps within your existing workforce and assist you in filling them
- ✓ Understand which departments are poised for growth, predict future skills shortages, and see exactly who you're made up of broken down by skill set, department, role, gender, language, age, and ethnic background
- ✓ Track skills, movements, and retention across teams
- ✓ Shape your workforce strategy with actionable workforce insights, and get the right skills in the right place at the right time
- ✓ Better manage your permanent and contingent workforce
- ✓ Reskill and upskill strategically to personalize career support and assist employees in at-risk roles

Talent Management:

- ✓ Identify unique talent to be nurtured, including high performers and talent with unique combinations of skills and experience
- ✓ Predict when employees are ready for change and take proactive steps before they leave
- ✓ Move talent to where you need it most, providing employees with new opportunities and driving mobility
- ✓ Shape your mobility strategy with detailed insights, including where, when, and why people are moving internally or leaving

Learning & Development:

- ✓ Get gain visibility into your skill gaps at an organizational, team and individual level
- ✓ Integrate your LMS and build the right learning programs to address your skill gaps and development objectives
- ✓ Nudge talent to learning opportunities at the perfect moment to drive maximum adoption



Does it meet the criteria?

Talent Acquisition:

- ✓ Eliminate bias from the talent process, and ensure AI's role in talent decision making support is built on the principles of fairness, transparency, and accountability
- ✓ Take a skills-based approach to hiring, as opposed to being confined to searches based on certain job titles, educational backgrounds, building bias into your sourcing and hiring
- ✓ Discover candidates who already work for you, or who may have applied to your business earlier in their career
- ✓ Reduce time to source and build shortlists for roles quickly, saving hours of manual searches and slashing recruitment costs
- ✓ Use AI to approach talent proactively with opportunities that make sense for them at exactly the right moment
- ✓ Deliver hyper-personalized nudges to engage talent with opportunities at the perfect moment
- ✓ Boost your ability to hire talent from under-represented groups

There's no reason now, with the agile tools available, for leaders to be hiring and letting go of talent en masse with no clear strategy.

With Workforce Intelligence, HR teams have an agile, powerful way to spot skills gaps, find critical talent, flag employees who may be restless and thinking of leaving, or strategize long-term workforce scaling to eliminate wasted potential long before it impacts them.





Personalized career paths to allow your workforce to self-guide their careers

Employees have made it clear that they expect access to clear and meaningful opportunities for career growth and development.

86% of Gen Z want to learn skills to perform better in their current role, and 69% of HR leaders report they're under pressure from employees to provide career opportunities. Internal mobility is also quickly becoming a high priority — with employees at companies with internal mobility reported to stay almost twice as long.

Workforce Intelligence has the power to create personalized career paths for your people, helping them understand their potential by showing them other roles they could do within your company. Based on past skills, current skills, and personal preferences, Workforce Intelligence can help people transition into careers they never even dreamed of with options to accelerate, reskill or pivot their careers within your organization.

With a more data-driven appraisal of people's skills, skills gaps, and their adjacencies, Workforce Intelligence technology can help people identify and get the skills they need to manage their careers. Best of all, your people can do this in a self-guided manner, empowering them to take control of their futures.

Does it meet the criteria?

When evaluating Workforce Intelligence platforms to personalize the career paths of your people, make sure they enable you to:

- ✓ Engage your workforce with personalized AI-powered career paths for every individual, based on their skills and potential
- ✓ Match and nudge employees to hyper-personalized roles, gigs, mentors, and training opportunities
- ✓ Empower your people to have more meaningful careers with you by giving them access to their own career pathing journey they can self-navigate
- ✓ Integrate your LMS for personalized learning experiences
- ✓ Provide your employees with opportunities that match their passions



Outcome 05

Independently
Audited Ethical AI

Decision-making support driven by independently audited ethical AI

It's imperative that the Workforce Intelligence software you choose uses AI that is a) ethical, and b) independently audited. And with new legislation and regulation emerging to govern this area, it will soon be your legal responsibility as well.

Why is this important? There are over 180 different cognitive biases people, and data, are susceptible to. By selecting a Workforce Intelligence platform that is powered by independently audited ethical AI, you can be sure that you're setting your organization up to inherently bake diversity, equity, and inclusion into your processes from the beginning.

How do you know if a platform's AI is ethical?

Currently, vendors across all industries can call their technology ethical based on a self-assessment. With no consistent and universally applicable standards for ethical AI, the only way to assure ethical AI is by having it independently audited by a recognized expert in the field. Anything else is really 'marking your own homework', isn't it?

By selecting a platform that has been independently assessed, you'll have confidence that bias has been removed from your talent decisions, and you're in compliance with new and emerging laws and regulations in this field from day one.

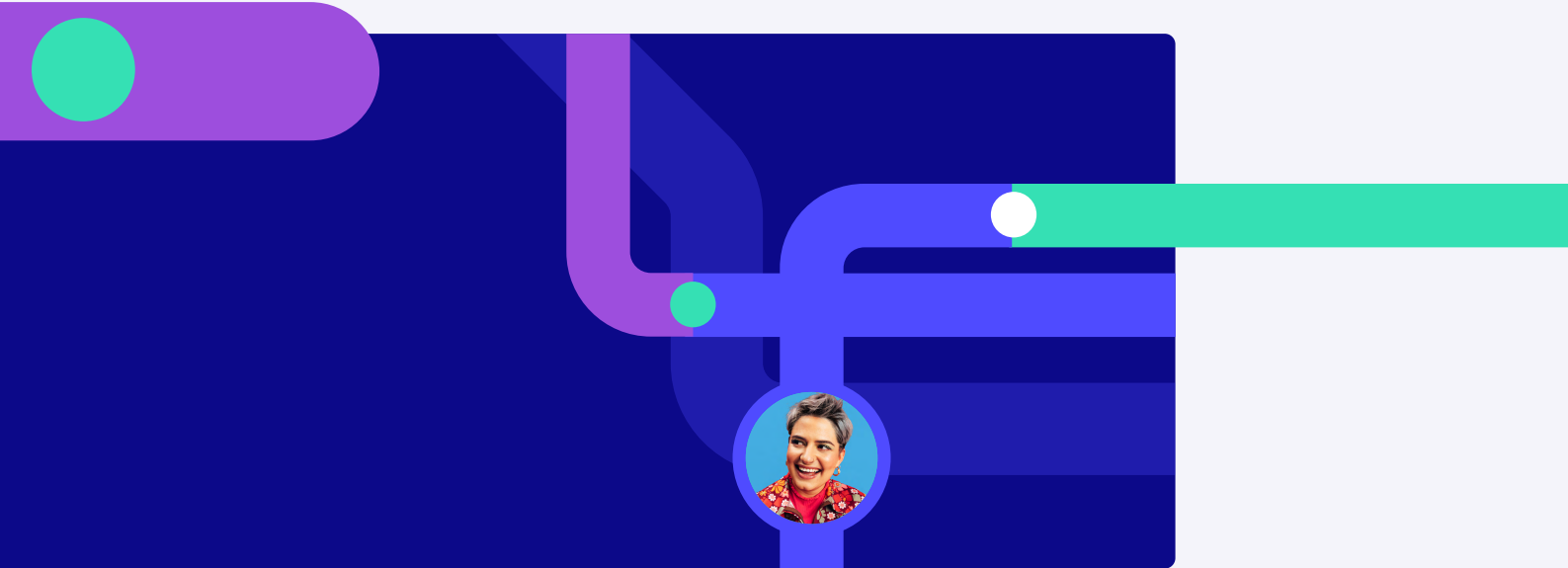
Does it meet the criteria?

When evaluating Workforce Intelligence platforms that can drive ethical decision-making, make sure:

- ✓ They have had their ethical AI independently audited by a third party, and continue to have their AI audited regularly
- ✓ They can effectively remove bias from recruiting and talent management processes
- ✓ They meet the privacy and consent requirements of GDPR and global regulations
- ✓ Their algorithms are compliant with global regulations on equal opportunity, anti-discrimination and human rights including AHRC (Australia), EEOC (US), EEFD (EU) and EOC (UK)



4 The importance of implementation and ongoing support



When selecting any software solution, choosing the platform that best serves your needs is a major piece of the puzzle. But in order for your new Workforce Intelligence platform to solve your organization's challenges, your software vendor's approach to implementation and ongoing support is key.

Behind every successful transformation, there's a proactive and considered approach to measuring success, reinforcing behaviors, communications, support, training, onboarding, and stakeholder management. This is how the benefits you're looking for will be realized and ROI will be achieved.

When managed well a great implementation can result in:



Your new Workforce Intelligence platform being in the hands of your end-users within 12 weeks



Smooth change management, with all stakeholders across your business excited about the new software, the prospect of using it, and excited about the results it's delivering



Minimal downtime and optimal use of resources



Your platform delivering on results faster and demonstrating proven ROI



When evaluating a providers approach to implementing your Workforce Intelligence platform, look for the following:

- ✓ The vendor has proven experience managing successful Workforce Intelligence software implementations
- ✓ The vendor is able to share a comprehensive overview of their approach to change management and what you can expect from the implementation
- ✓ The vendor works with you to set clear success criteria and KPIs from the outset
- ✓ The vendor has a clear plan for engaging all employees and stakeholders impacted by change to drive user acceptance, adoption and advocacy
- ✓ The vendor offers comprehensive training and support materials, e.g. videos, cheat sheets, and FAQs
- ✓ The vendor offers ongoing support after the software is live

Ultimately, identifying, managing, and sustainably embedding change is essential to long-term value creation when bringing on any new technology.



5 Workforce Intelligence is your ticket to workforce optimization

Thanks to Workforce Intelligence technology, the future of workforce optimization is looking bright for organizations.

With complete visibility and the ability to make data-driven decisions, leaders can strategically plan to scale successfully, diversely, and most importantly, ethically. And when you have the capability to place the right people, with the right skills, in the right roles, you can actively plan for a fair, optimized future for your workforce.

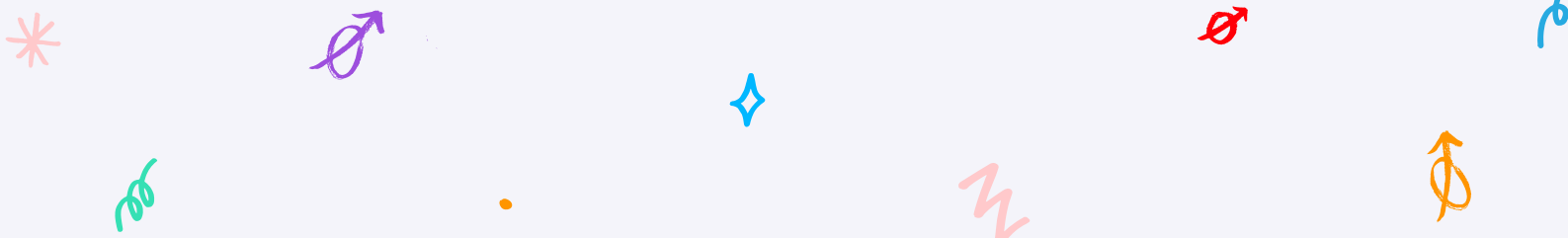


We call that,
Zero Wasted Potential

As you look for the right solution for your business, we hope this guide will help you think about what each solution offers and what makes the most sense for you.

To make things easier, feel free to keep our [Evaluation Checklist](#) on hand as an easy reference when you're speaking with vendors and taking part in live product demonstrations.

We wish you the best of luck in your journey to **Zero Wasted Potential**.





About ReeJig

ReeJig is a leading Workforce Intelligence platform that enables large-scale organizations to find, retain, and upskill talent at scale. Powered by the world's first independently audited Ethical AI, ReeJig acts as your central nervous system for all talent decisions, helping you create a world with **Zero Wasted Potential**.

Find out what your organization can achieve with Workforce Intelligence

Get in touch →



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