# Global Professional Services Company

Enhancing data scientists and machine learning engineers with deep skills measurement and AI-generated skill development plans to mobilize globally-distributed teams.

**Industry:** Professional Services

**HQ and offices:** Dublin, Ireland

**Employees:** 738,000

**Services:** Strategy & Consulting, Technology, Operations

"The **ROI of a solution** like Workera is the **data and precise insights into the skills of my team.** I can tell you the exact skills of over **4,000 data scientists.** Instead of saying, "I think my team has skills," I can say exactly where they are and **how to get them where they need to be.**"

– Global Data Science
and Machine Learning Leader

## About the partnership

In 2021, a multinational enterprise professional services organization's Global Data Science and Machine Learning Leader recognized this need across their globally-distributed teams. Having already provided learning content, they still faced inconsistencies of skills across these teams. A lack of data hindered their ability to precisely identify what skill gaps existed. And no amount of learning content will enable teams to work effectively and efficiently without the data to tell them where they need to focus. A plan of action was needed to prepare them for the ambitious AI objectives they had.

**By providing AI-generated learning pathways, they enhanced their established upskilling program**. Their Global data science & machine learning Leader also wanted to empower individuals and teams to sell their own skill sets and feel empowered to assess where they are and use those results to their advantage. Furthermore, to see skills objectively by examining them through a data lens. These unique requirements and goals led them to Workera, the leader in AI-powered skills development.

## 2,415+
learners enrolled and assessed with Workera

## 50%
reduction in time to reach skills competency over 12 months

## 25%
increase in skills for active learners over 12 months

## 80%
of learners have been assessed and upskilled in AI domains

## The challenge

Traditional one-size-fits-all learning plans can address the upskilling needs but tend to waste time on the skills an individual already has. **As a leader, it's paramount to ensure your teams keep up with the latest technology developments and stay ahead of the competition in the market through reskilling and upskilling solutions**. Our client understood the value of data but didn't have the solutions that could give them these insights into individual skills.

Closing these skills gaps was vital to their efforts to consistently deliver high-quality results regardless of the team, location, or company objectives they supported. Furthermore, they aimed to create a data science & machine learning team comprised of "the best of the best." They needed a solution to benchmark individuals to the market, flexibly adapt to their existing upskilling strategies, and level up their team without adding immense and cumbersome training materials.

## Solution

Enter Workera, an enterprise skills development platform that moves beyond the traditional upskilling approach by leveraging cutting-edge AI technology to target skills based on strategic business needs and goals, assess skill sets, and mobilize teams to meet the objectives of those initiatives.

**Workera skills development solution assisted their business in building the "best of the best" through:**

- **Configurable solutions that integrate and build onto existing upskilling strategies**
- **Hyper-personalized skill development plans**
- **Deep insights into the skills, progress, and engagement of teams**
- **Accurate skill benchmarking**

The Global Data Science & Machine Learning Leader saw the potential of how Workera could help his teams improve. This case study shows how using Workera was rolled out and delivered results to his department.

# Leveraging Workera to Achieve Business Objectives

To chart a path forward, you need in-depth and objective skill data, which is hard to obtain by inferring skills based on resumes or the self-reporting of skills. Furthermore, matching skill priorities to immense learning materials requires a significant time investment and inconclusive tracking data to see a learner's progress. Workera's assessments are designed with adaptability in mind. Their complex AI capabilities and Skills Ontology facilitates seamless integration with existing strategies that will adapt over time. Technical leaders are allowed to customize targeted skills in technical domains. These customized domains result in visual pathways that outline target skills to a learner's competency — measured through assessments. The advanced psychometrics and algorithms use data points uncovered through assessments to generate unique learning paths that leaders monitor and track to ensure the needed skills are demonstrated in their team members.

By creating unique pathways and integrating Workera with existing learning content, this organization gained vast insights into the skills of their workforce and tracking that enhanced the mobilization of their data science & machine learning teams. **By leveraging Workera, they've completed 39,760 assessments measuring 181,709 technical skills to date**. This success can be attributed to their existing investments and using Workera's solutions to build on top of them for the benefit of their learners.

## Positioning Workera to Inspire Teams

No data professional hasn't faced a skill gap they needed to close to advance their career, but no one proficient in their role wants to be challenged to assess their skills. Notably, over 60% of global teams employ assessments for developmental purposes**. Traditionally they are used as a tool for informed decision-making within organizations — sometimes including negative impact on their role.

While some evaluations guide leadership in making tough choices, including letting go of those not meeting expectations, Workera aims to serve a more constructive purpose. Instead of inducing stress, the objective for this team was to use these results to optimize team configurations while promoting individual career growth.

**Workera encourages each organization to find the right way to communicate with their teams. With our experience, we provide simple guidelines outlined in three steps:**

1. **Clear Messaging to data science & machine learning teams:** Workera is an investment in professional development — not a performance test. It's here to improve the learning experience of individual skills by gathering key data points to inform and customize learning plans.
2. **Alignment & top-down communication:** Work to align the organization on the purpose of Workera's skills development solution. Everyone involved should know exactly what the goal and intended outcome are.
3. **Execute & update:** Share success stories, gather feedback, and build Workera into a trusted resource for personal development.

Following this strategy, access to assessment scores was restricted to everyone in the organization except the individual who completed the assessment. Comprehensive data and Workera's AI-generated learning paths paved the way for precise upskilling routes. Team leads and managers had clear expectations of their roles and only had visibility into which skills their teams had tested out of and their progression through the learning plans generated from these assessments. This empowered leaders to configure their teams and mobilize individuals to close their identified skill gaps.

*"Nobody gets the score except the [data scientist/machine learning engineer]. So, it becomes a tool for them and their personal development and career advancement."*

"[As a company] we trust our team. We're boosting the skills of professionals, not children."

*– Global Data Science and Machine Learning Leader*

## Ongoing Assessments for Longterm Results

The vision to enable individuals and teams to showcase their skill sets confidently was met by objectively assessing skills and viewing them through a data-centric perspective. The data collected through advanced AI-powered assessments and generated learning plans uniquely adapted to their teams' identified skills gaps. They were given reliable data to address these gaps, seamlessly integrate solutions into existing strategies, and create a culture of learning that eliminated the inconsistency across their global team. These results have driven consistency across their globally distributed teams, significant growth of vital AI skills teams, and a highly skilled team ready to continually advance their careers with a commitment to data excellence.

**Workera's AI-driven platform helps teams globally fine-tune their workforce strategies**. Its adaptability offers personalized skill growth opportunities with empathy, support, and encouragement. Designed for large teams, Workera aids in technological advancement at both an organizational and individual level — showing how technical teams can continuously improve to meet their key objectives.

**Workera**™

Accelerate your enterprise transformation by assessing your team's skills, rapidly upskilling, and measuring their progress in cutting-edge technologies.

Learn more at **www.workera.ai**