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# HR TECH AWARDS

*powered by lighthouse research & advisory*

**TALENT ANALYTICS**

BEST ADVANCE IN PRACTICAL AI

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**2023**

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SkyHive



## Case Study: 2023 HR Tech Awards

Each year, technology companies across HR, talent, and learning apply for the HR Tech Awards to demonstrate the value they bring to their clients and to the broader industry. These case studies represent a sampling of the capabilities from the award winners in our program.

[Learn more about the HR Tech Awards.](#)

<b>Company Name:</b>	<b>SkyHive</b>
<b>Website URL:</b>	<b>www.skyhive.ai</b>
<b>Insert Logo (JPG/PNG):</b>	
<b>Key Customers:</b>	<b>JobsFirstNYC, Santander, Gainwell</b>

## About the Company

SkyHive is a Certified B Corporation and software provider of global workforce intelligence technology, optimizing labor market efficiencies in real-time for companies, communities, and national economies.

Like the DNA of the human genome was coded, SkyHive has coded human capability. By doing so, governments, large enterprises, and educational institutions can reskill the globe.

We have pioneered Quantum Labor Analysis® -- breaking down skills into its smallest parts -- for the rapid reskilling of workers and communities. We patented the ability to generate skill data through machine learning.

The groundbreaking and broad patent means that SkyHive has patented the intellectual property that uses machine learning to generate skills. We are the only technology in the world that can harmonize skills and jobs between two separate systems.

This isn't a patent sitting on a shelf. Fortune 500s like Merck, Global 2000s, educational institutions like La Cite in Canada, and governments on multiple continents (such as in New York, link) are quickly adopting SkyHive to power the future of work at its most granular level: skills. Our technology is used to reskill employees worldwide, based on their desired career goals and those of their employers. It's being used to hire people and end the bias of favoring people with elite degrees. And it's being used to make business decisions based on AI-driven labor market intelligence.



SkyHive created a Human Capital Operating System, which enables us to bring the deepest intelligence available in the world today to existing HR technologies. It provides visibility into the changes happening in the world labor economy at the most updated granular level available.

SkyHive worked with over a hundred organizations to evaluate, design, and launch this journey to be skill-based across their technology landscape and refine this technology.

This Human Capital Operating System unlocks a treasure-trove of data across an organization. It can be used as an end-to-end SaaS, or with existing systems as a Platform as a Service.

## Problem(s) Your Technology Solves

Organizations around the world are urgently investing in the human processes, technology, and IT infrastructure needed to realize the value and advantages of a skills-based organization; Deloitte finds that about 90 percent of executives say they're experimenting with skill-based approaches.

But moving to this approach, a focus on skills, cannot work if an organization has multiple human resources systems that do not “talk to each other” and lack sufficient data. A skills-based organization requires an “operating system” to connect and facilitate this transition across an organization’s technology and systems. This ‘operating system’ must have intelligence on the labor market’s every dynamic, and ever-changing language of skills. And it needs to bring external intelligence to augment internal data, and normalize skills across existing systems such as Workday, a learning management system, an applicant tracking system, and more, for a cohesive talent architecture.

SkyHive’s Human Capital Operating System provides a unified, consistent view of skills, built from the ground up. It is the only technology in the world that can harmonize skills and jobs between two separate systems, as well as from the labor market. Many organizations need to connect and normalize information across a half dozen or even a dozen systems. SkyHive’s core fluid classification technology enables it to uniquely solve this challenge.

Organizations with this unified, skill-based talent system, a true operating system, whether Fortune 100 organizations, universities, local governments, or community groups:

- Finally have technologies that “talk to each other” and are connected by a central nervous system.
- Finally have a current, always-updated-in-real-time architecture showing what skills are needed in each role, and who knows what in each role. So an organization understands who in their organization knows graphic design or speaks Japanese, regardless of whether they’re in a design role or located in Japan.



- Hire and promote people based on their skills. This is a straightforward and common-sense approach to talent, but one that was not possible until recent developments in AI technology.
- Reduce bias, as people are judged based on their skills rather than stereotypes and prejudices such as the belief that someone with a disability would not perform a job as well as another job prospect.
- Can fill jobs by hiring people who have skills that are transferable or fill jobs by moving people internally based on transferable skills.
- Can survive and thrive. The Human Capital Operating System is continually showing what skills are declining and increasing, and always feeding the organization, community, or government information on how to stay current.
- Can transform. The operating system shows organizations what each employee needs to learn to reskill. It helps companies that are in shifting industries (such as energy companies needing to grow alternative-energy businesses) what each employee needs to learn to stay current.
- Can retain employees by always providing them opportunities to learn, take on projects that build and hone skills, and find new roles internally.
- Distribute short-term projects to their own employees first, rather than to a temp agency or freelancer or contractor, as they are now aware of the skills of each individual in their workforce.
- Often redeploy, instead of laying off. By understanding transferable skills, an organization can fill open roles by reskilling current employees in areas declining in value. Communities can help people learn and quickly take on new roles. Instead of believing that citizens have obsolete skills, these governments and community organizations see the value in each person and how individuals can transfer their skills to new roles.

## Client Case Study

### Gainwell Technologies

#### About

- Leading provider of cloud technology solutions vital to the administration and operations of health and human services programs.
- About 3 million providers engaged annually
- About 56 million Medicaid members covered
- About 11,000 employees

#### Challenge

- Leverage expertise on critical projects
- Increase internal mobility
- Upskill and develop workforce

#### Answer

- Engage at least 80 percent of the workforce in completing a skills profile



- Educate and engage employees in using the career pathing, training, and mentoring tools to close skill gaps and accelerate internal mobility
- Engage department leaders and talent acquisition in utilizing the workforce planning tools to meet business goals.

Gainwell, a leader in cloud technology in the healthcare field, has a business that needs to be flexible. It needs to move people from project to project fairly quickly as it gets new contracts with states or private companies. It wants to improve both recruiting and retention, so better internal mobility and a skills-driven culture is a must. As a result, it needs to know who in its workforce knows what, who can do what work, and who has what capabilities. This led to the implementation of a Human Capital Operating System<sup>(R)</sup>.

### A Quick Rollout

In early 2022, Gainwell began addressing these talent challenges. The company had 1,250 open roles. “We really need to be able to staff positions quickly as we flex up and down,” says Julie Moore, Principal, Talent & Development. “If we’re working on a project for a state or client and that comes to an end, we need to be ready for the next one. Plus, we have a lot of priority roles, and with the right skills always in short supply, we can’t always fill them from the outside.”

It turned to SkyHive.

Implementing the SkyHive Human Capital Operating System meant learning the skills of the entire Gainwell workforce, and examining the skills needed in each role. From there, Gainwell can see the skills each employee needs to learn to bridge the gap between what they know and what they need to know to progress in their careers.

The launch was in March 2022. Internally, Gainwell called the innovative skills inventory system “G>Force.”

The Skills Profile module was the first feature released, with Gainwell launching a short training to explain to employees to explain what it was: a profile allowing everyone to upload, track, and maintain their skills.

Gainwell told its employees:

The best career-building experience is gained by developing your skills through exciting and meaningful work. That’s why Gainwell is launching **mySkills profile powered by G>Force**. It’s an **innovative skills inventory system** that enables the company to tap into our deep talent to better serve our clients, become more agile, and accelerate your career growth.

Gainwell is growing quickly, and currently there are more than 1,500 open positions across the company. With your skills inventory available through G>Force, the company can leverage your expertise on critical projects, promote from within, and develop your skills and capabilities.

You can complete your skills profile in just 15 minutes. You’ll upload your LinkedIn profile and/or resume, experience, education, professional credentials and skills. **Follow the instructions below to access the system. You’ll need to use your Gainwell SSO credentials.**



Gainwell's goal was to have 80 percent of employees complete a skills profile listing at least 10 skills. It marketed G>Force using the company newsletter and intranet. By the end of June, it had hit that 80 percent mark. On average, the 10,600 employees who had completed a profile averaged 22 skills per profile.

That 22 number is significant. Typically, when you ask someone how many skills they have, the average person can come up with about 11. Those 22 skills include many that Gainwell employees didn't realize they possessed, in some cases because skills employees use can be second nature. The AI technology from SkyHive helped prompt employees with skills they are likely to have, based on their past roles and experiences, as well as when and where they had that experience. For example, the technology knows what skills a customer-service manager in a given company was likely to use between 2000 and 2020.

Building a profile was the beginning. Gainwell encouraged employees to get the most out of G>Force, and in July the company launched the training, career pathing, and mentoring modules. This means employees indicate their desired career path. From there, employees can find mentors, courses, projects, and new internal jobs all based on the skills they want and need to add.

"Our goal is to help us upskill our workforce and solve internal talent issues by creating more opportunities for internal mobility," Moore says.

Gainwell first held a training session to encourage company leaders to build out their career paths. Then it held and recorded a similar session for the rest of the employee population.

"Rolling out the career-pathing module really helped drive more participation with G>Force," Moore says. "Employees could see how the tool would benefit them in developing their career. We had a boost in participation after that rollout."

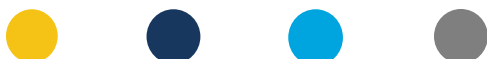
### **Career Growth Month**

In August of 2022, Moore's team sponsored Career Growth month. It had a lineup of different types of sessions showcasing its career development tools, including G>Force, some with guest speakers outside the company. Sessions included "10 Simple Ways to Accelerate Your Career" and "Thriving Beyond the 9 to 5: Making the Most of Life."

It partnered with SkyHive to help develop a session for Career Growth month in which it focused on some high-priority roles where it's hoping to develop internal talent. For example, it had SkyHive demonstrate how a call-center agent could create a career path to a business analyst role. Through this example, SkyHive created a career path, added training courses, and then selected a mentor to help fill skill gaps.

In the session called "Your Career Journey," Gainwell talked about how to create an individual development plan using the different tools and templates available. And in "10 Simple Ways to Accelerate Your Career," Kevin Delaney, author of *A Life Worth Living* and former VP of Learning and Talent Management at LinkedIn, gave a fast-paced, engaging 60-minute workshop covering common mistakes people make that negatively impact their career success, how to stand out from the crowd; and strategies that will employees accelerate careers.

### **Knowing Who Knows What**



By the end of 2022, 83 percent of Gainwell had a skills profile.

When employees complete training, projects, or earn a certification, they update their profiles with the new skills or added proficiency. Moore's team is encouraging employees to review it quarterly or semi-annually at a minimum.

Now, with G>Force, the company:

- Can identify internal employees to fill open positions and promote from within
- Is improving recruiting and retention by providing a culture of growth and opportunity
- Uses employees' expertise on critical projects; it now knows who has skills such as AWS or Agile

That last point is critical. It goes back to what was mentioned at the outset: allowing the business to be flexible as it gets new contracts. "Now we know things like 'how many billable employees can I put on this project?'" Moore says. "Or, if we need to do an RFP – who has that expertise?"

Moore is closely monitoring usage of G>Force. She'd like to eventually see an average of 30 or skills per profile. But she's pleased with what she's noticing so far, including dozens of mentoring relationships, and 645 courses completed as part of employees working toward their career paths.

"Employees are happy to have new opportunities," she says. "And the business can finally move rapidly and with flexibility because we now know what our workforce is capable of accomplishing."



## About Lighthouse Research & Advisory

Through a blend of advisory, proprietary research, and events, the team at Lighthouse Research & Advisory **sets a new standard** for analysts and influencers in HCM to help our partners achieve real results.

**Advisory:** Unlike other firms, Lighthouse doesn't force providers to use a membership to work with us. However, we find that those utilizing our membership offerings generate the best results.

Lighthouse offers everything from long-term membership options to advisory days for employers and solution providers that want access to the team's insights and expertise. Employers typically use advisory for technology landscape insights, but they also ask about industry-specific research and other trends. Solution providers use advisory services for annual partnerships supporting product roadmap, competitive differentiators, and buyer priorities.

**Research:** Our team surveys thousands of employers and workers annually across topics like:

- Talent acquisition and candidate trends
- Learning and employee mobility
- Mental health and employee benefits
- Performance, retention & engagement
- Frontline worker trends
- HR technology usage and adoption

Some of these studies are scheduled in advance based on inputs from our Research Advisory Board (HR and talent executives at employers representing millions of global workers).

One of **our key differentiators** is a focus on **custom research** projects for solution providers that want product/market validation, buyer insights, and other value from quantitative and qualitative data. We have worked with three of the four largest HCM providers in the world as well as a wide range of new and established firms on this type of research, bringing innovative, groundbreaking insights and expertise to solution providers large and small.

**Events and Content:** From our lead-generating events like our annual HR Summer School which has reached tens of thousands of HR professionals to our more focused livestreams and other content like speaking and reports, we know the HR community better than anyone. Unlike traditional analysts that are detached and inaccessible, we measure our success in the impact we have on the profession and discipline of human resources.

From a practical perspective, we offer event partnerships, both licensed and custom content, and other packages for providers that want to stand out with research-based, relevant content for today's HR, talent acquisition, and learning executives.

Learn more at [LHRA.io](https://lhra.io)

