

EY Spotmentor

Broad workforce upskilling and reskilling



Why upskilling and reskilling is critical

- The 'future of work' looks fundamentally different from what we have ever experienced. Hence, we need to prepare our workforces with the right skills to pivot to the changing demands of work.

Concerns voiced by the industry

- What skills does my workforce need to be future-ready for changes in technology and business models?
- How can I set up a learning academy to upskill at scale?
- What future skills do I need to transform business and execute my business strategy?

Solution benefits

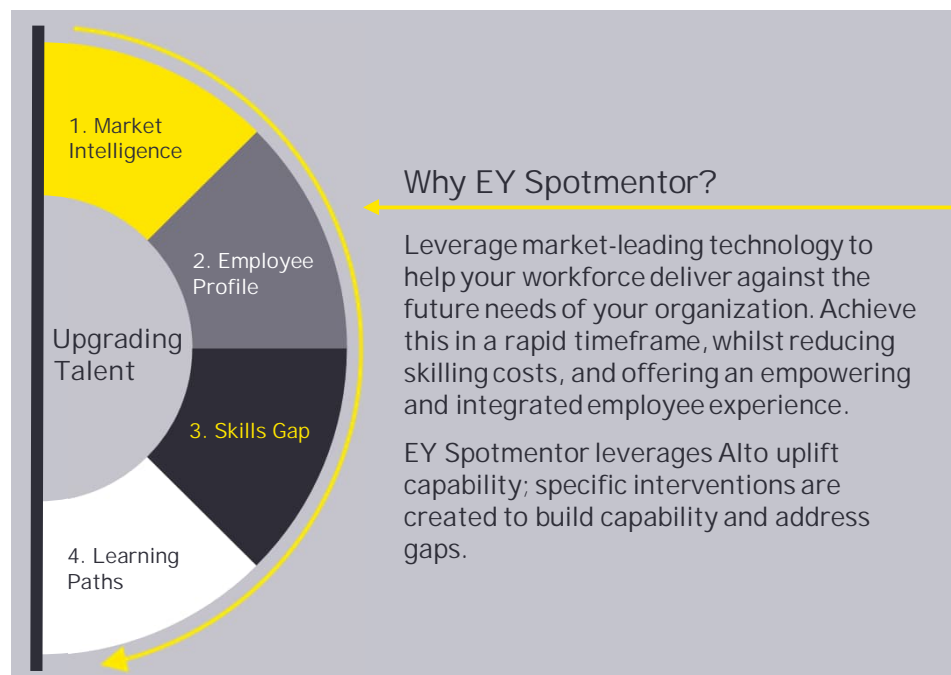
- Helps in identifying skills that are relevant for the future
- Administers a solution for reskilling and upskilling at scale and at speed
- Provides a fully-integrated technology leveraging leading AI
- Includes leading learning academies
- Reduces per person upskilling cost by 60-80% and assessment cost by 70-80%

Seize the opportunity to upgrade your workforce

EY Spotmentor uses market-leading artificial intelligence (AI) to upgrade organizations by automating workforce, upskilling and reskilling, providing visualization of organizational skill health, facilitating rapid upskilling, succession planning, and proactive career management.

Key functionalities

- Market intelligence: Identify the skills of the future for each role and generate a 'success profile' outlining the skills and competency levels required, using AI
- Employee evaluation: Assess employees against the 'success profile' using various self and manager evaluations
- Skill matching and reskilling: Compare the 'success profile' with the employee profile to identify skill and competency gaps, and potential career paths
- Hyper-personalized learning: Auto-generate learning journeys, based on individual skill gaps for the current role and those identified in the career paths – The learning content is a combination of internal and external sources



Customer success story: EY Spotmentor

ABC is a banking group that provides a full range of services. These include retail banking, business banking, corporate and investment banking, Islamic banking, and transaction banking. Additional services are treasury, insurance, asset management, private equity and stockbroking services.

Key innovations include the deployment of AI-supported proprietary upskilling tool EY Spotmentor, with a focus on futuristic roles, which are critical for ABC to become a digital bank.

Client challenges

- It is expected that by 2025, ABC will require ~400-700 new digital, IT and analytics roles as the bank scales up its digital capabilities, and embarks on the upcoming pipeline of projects.
- Existing upskilling program alone is insufficient in providing long-term sustainability of talent. Therefore, a refresh of the workforce model will benefit ABC to be self-sufficient in retaining and attracting future talents.

Client benefits

- Developed a technical competency model for ABC's existing and future capability in digital, analytics and IT
- Analyzed market skill trends for skills being covered as part of competency framework
- Performed gap assessment for 800 employees, to generate individual and organizational capability gaps
- Helped create a talent roadmap for the development of future capabilities and skills
- Curated individual development plans using a mix of online and offline learnings

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