SkyHive.

Unleash Human Potential
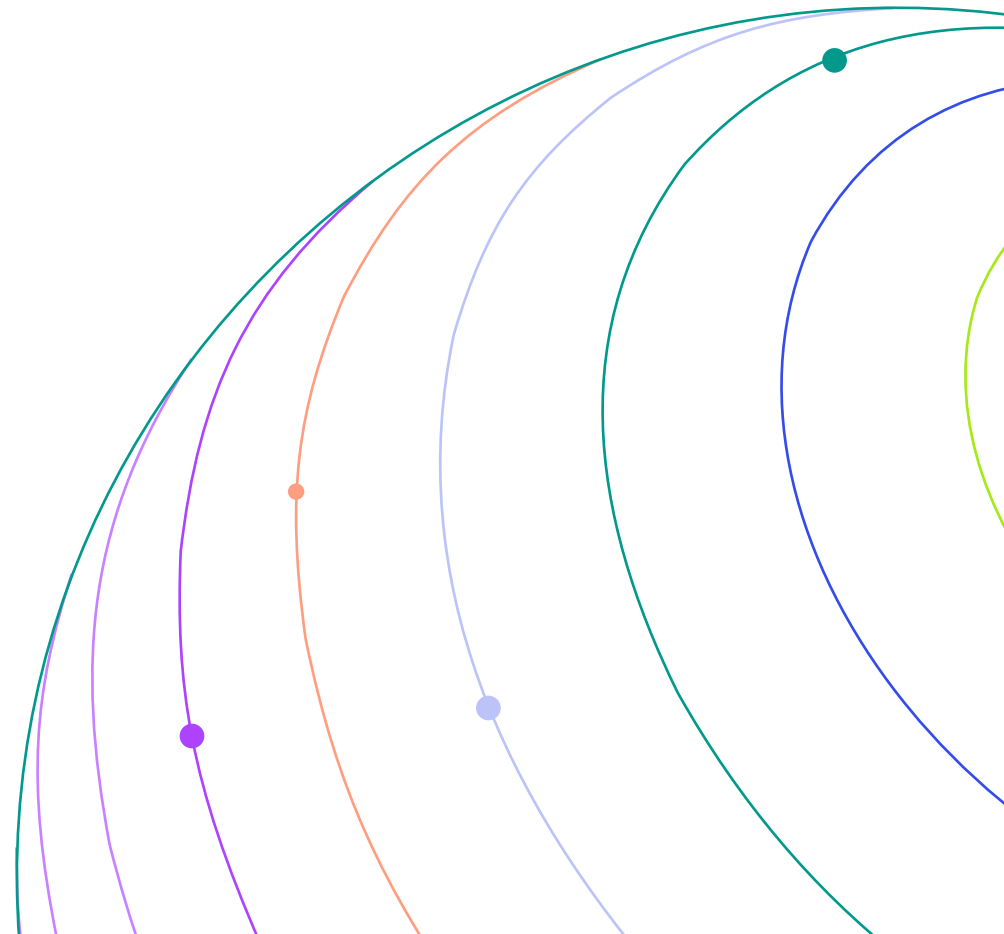
Gainwell Technologies:

Accelerating career growth

gainwell

Background

Gainwell, a leader in healthcare cloud technology, has a business that needs to be flexible. It needs to move people from project-to-project quickly as it receives new contracts with states or private companies. To boost recruitment and retention, it needs to foster a culture centered around skills and internal mobility. As a result, Gainwell embarked on a transformative journey, harnessing the power of SkyHive's Human Capital Operating System™ to gain a comprehensive understanding of the skills and capabilities of its workforce.

"The business can finally move rapidly and with flexibility because we now know what our workforce is capable of accomplishing."

- Julie Moore, Principal, Talent & Development, Gainwell

Using Skyhive
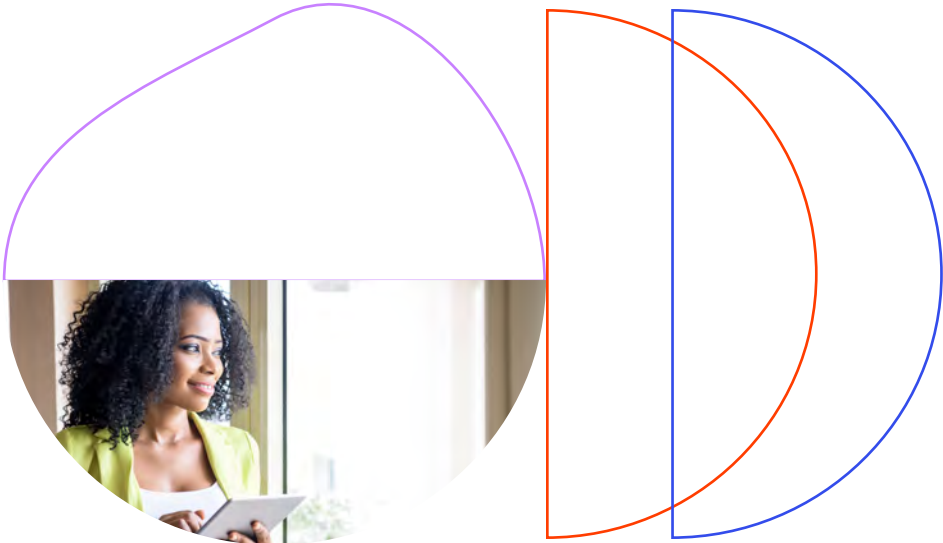
83%

of employees filled out a skills profile by the end of 2022

645

courses were completed by employees to jump-start upskilling efforts

NPS 39

Gainwell achieved a high Net Promoter Score

Gainwell's challenges

· Existing workforce insights limiting agility; inability to reallocate skills quickly

· Barriers to increasing internal mobility and reducing turnover

· Ineffective strategies in place for reskilling and upskilling talent at scale

Our solution at a glance

· Identify the skills of 80 percent of employees in less than six months

· Educate and engage employees in using the career pathing, training, and mentoring tools to close skill gaps and accelerate internal mobility

· Increase visibility into employees' expertise for critical projects resulting in greater agility

A quick rollout

In early 2022, Gainwell began addressing these talent challenges. At the time of the rollout, filling a large number of open positions was a top priority. "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."

Gainwell turned to SkyHive.

Implementing SkyHive's 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.

A Seamless Integration with SuccessFactors

SkyHive was integrated into SAP and is serving as a system of intelligence to Gainwell's core HR system. Through SkyHive's automation of Gainwell's talent architecture, the definitions of jobs and skills are now normalized across the HR function, ensuring consistency of skills identification for employees and jobs, clearly outlining skills of employees, skills matching to roles, the automation of skills gaps, and automating matching training to fill in those gaps.

Gainwell by-the-numbers

#1

Leading provider of cloud technology solutions vital to the administration and operations of health and human services programs

3M

About 3 million providers engaged annually

56M

About 56 million Medicaid members covered

11K

About 11,000 employees

Getting the Word Out to Employees

The launch was in March 2022. Internally, Gainwell named the innovative skills inventory system "G>Force."

The Skills Profile module was the first feature released, with Gainwell launching a short training for 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 filling open positions across the company is a top priority."

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.

In this initial phase, Gainwell's goal was for 80 percent of employees to complete a skills profile with at least 10 skills. It marketed G>Force using the company newsletter and intranet. By July, it reached its goal; 10,600 employees (over 80%) completed a profile and identified, on average, 22 skills.

The number 22 is significant. On average, individuals list 11 skills when asked about their skillset. However, using SkyHive, Gainwell employees discovered a broader range of skills, some of which they might not have been aware of. SkyHive's technology prompted employees with skills based on their previous roles, experiences, and the contexts in which they gained those skills. For instance, it identified the skills a customer-service manager in a specific company likely acquired between 2000 and 2020.

Continuing the Journey

Completing profiles was only a first step in ensuring Gainwell's employees get the most out of G>Force. "Our goal is to help us upskill our workforce and solve internal talent issues by creating more opportunities for internal mobility," Moore says.

In July, the company launched the training, career pathing, and mentoring modules. This allows employees to 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.

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

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.

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 Was 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.

Business can finally move rapidly

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.

Today, 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 employee expertise on critical projects; it now knows who has skills in cloud technology and agile methodologies

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."

We are recognized by leading organizations.

ABOUT SKYHIVE

SkyHive is a Certified B Corporation that uses AI to drive global reskilling initiatives and create a more inclusive labor economy. Our products are designed to rapidly reskill people and help organizations and communities prepare for the future of work.