

customer success story
technology

global technology company offers impactful outplacement and skilling opportunities to all employees through partnership with randstad risesmart.



background

For this global technology company, success is driven by forward-thinking innovation that deeply supports every individual's interactions and experiences.

To live up to their mantra, the company leverages Randstad RiseSmart's outplacement and skilling solutions to support employees across the globe. As a result, the company is better equipped to reinforce their commitment to employees as a great place to work, identify untapped areas of internal organizational growth and strengthen their position as a market leader.

company information

headquarters: san francisco, california

ownership: public

founded: 2009

size: 20,000+

revenue: \$14 billion

challenge

When the global pandemic hit in early 2020, revenue for one of the company's core global business units declined 80% as travel restrictions, stay-at-home orders and social distancing measures led to significantly reduced demand for their services. As a result, this company made the difficult decision to restructure their global workforce.

The organization faced an urgent need to offer outplacement and skilling services to employees worldwide. Because implementation needed to be immediate and rolled out across 60 countries within days, they called on their longtime, trusting partnership with RiseSmart to ensure individuals leaving and staying with the company were set up for future career success.

solution

The organization had key requirements to rapidly expand services during this time of unexpected change. They needed a provider with outplacement and skilling solutions that could scale quickly, had the broadest global footprint and a shared commitment to supporting long-term employability of all individuals across the organization.

RiseSmart moved into implementation mode immediately and quickly scaled their services to deliver unlimited coaching, expert personal branding tools, comprehensive career resources and skilling courses, empowering both remaining and departing employees to successfully achieve their next career move.

Powered by RiseSmart's local, in-country delivery teams, each impacted employee across the globe is matched with a Team of Three career experts based on their expertise and goals – a certified career coach, professional branding expert and career concierge. Individuals also receive 24/7 access to RiseSmart's proprietary online platform, which delivers innovative career resources, maximizes their transition strategy and accelerates the job search process using AI-powered job matching tools.

“ This program is doing wonders for my search. I had a phone screen for a software company this morning and I have another one tomorrow morning as well! I truly am so grateful to have this assistance during such an uncertain and tumultuous time in our society. ”

participant testimonial

In addition to an outplacement solution with a full suite of impactful tools, this organization benefits from tailored solutions based on their unique needs.

- **Robust skilling resources:** This organization understands that continuous learning and skill-building is vital for employee success and organizational growth in today's rapidly evolving world of work. Therefore, all employees at the organization receive access to RiseSmart's skilling solution, which includes marketplace job data along with premium courses from today's top online providers, like LinkedIn Learning. Employees exiting the company can identify and develop targeted skills to secure their next role, while remaining employees can build critical skills needed to develop their career within the organization.

Although revenue declined overall because of the pandemic, investment in effective skilling resources helped this company pivot their business and spark growth in key business units by filling crucial skills gaps and aligning talent with the organization's shifting needs.

- **Centralized insight into business results across the globe:** By partnering with a single, centralized provider that deploys certified in-country teams with local market knowledge, this organization ensures all employees globally receive the same best-in-class results no matter their location. RiseSmart's account manager serves as the key point of contact and acts as a fluid extension of the organization, improving the efficiency of global implementation and accelerated rollout initiatives. Further, RiseSmart's proprietary and award-winning HR analytics platform gives the organization's leaders full insight into key business metrics, such as employee engagement, satisfaction and job landing rates. This transparency enables HR leaders across the organization to confirm the full value of their investment.

- **Agile delivery model better positioned to conquer change:** Employees and business leaders were under extenuating circumstances due to the unforeseen impact of COVID-19. RiseSmart provided additional support for the organization in their time of need. In one example, RiseSmart automatically extended program lengths beyond their standard timeframes. Highly supportive accommodations such as these are made possible through the flexible combination of RiseSmart's delivery teams and powerful award-winning technology.

The organization's outplacement program participants continue to experience high satisfaction and job landing rates. These metrics confirm to the organization that they are holding true to their promise of taking care of their people and putting the employee experience first. Specifically, participants have reported that personalized coaching, speed of service delivery and the extended timeframe for services have had a positive impact on their career transitions during this challenging time. Offering skilling solutions to current employees also enables this organization to better understand and leverage individuals' untapped skills, ensuring they are in the right roles to support evolving business demands. This has enabled the company to quickly transform their business for growth and drive workforce agility while minimizing additional layoffs.

key results

- 63%*
program engagement rate
- 94%
participant satisfaction rate
- 73%
job landing rate in-program
- 69 days
average time to land a new role
- 72%**
positive alumni sentiment rating

*percentage of eligible employees who participated in the program

**percentage of former employees who felt that the separation process was handled well by their former employer