

Augmenting Workday with Eightfold's Career Hub

Using AI to Understand and Unlock the
Potential of a Diverse Global Workforce



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As the pandemic retreats, talent teams must contend with a massively transformed workforce and skill gaps that must be addressed to grow their businesses in this new era.

The shift to a hybrid and remote workforce is accelerating the digital revolution and creating an urgent need for an equitable, consistent, engaging employee experience that transcends the physical workplace. Talent leaders are struggling to compete for top talent, not just by hiring, but by effectively developing and retaining the talent they have today to better align with business strategies and drive growth.

While talent teams grapple with this challenge, employees are increasingly looking for new opportunities externally to further their learning and growth. Compared with a 15% voluntary turnover rate prior to the pandemic, more than 40% of people who responded to [Microsoft's 2021 Work Trend Index](#)—a global survey of more than 30,000 people—said that they are considering leaving their employer this year. Similarly, 25% of US employees expect to look for a new employer “once the threat of the pandemic has decreased,” according to Prudential's [Pulse of the American Worker](#).


This talent swirl presents talent leaders a unique opportunity to create and deploy an agile talent organization that is future-proof in the face of rapidly changing business needs.

AI-Powered Talent Intelligence

Eightfold is an AI-powered Talent Intelligence Platform that enables employers to develop holistic talent strategies to support their businesses. Workday customers use Eightfold's platform insights - generated by predictive machine learning built on top of a global data set - to implement a more agile and effective talent strategy within their organization.

While traditional HR systems have rich data about each candidate and employee, this data is often fragmented across multiple systems' and self-reported based on each individual's recollection of what they accomplished; it never encapsulates the depth and breadth of what each individual has done; and most certainly does not yield insight into each individual's potential. By using Eightfold, organizations understand the true potential of their workforce on a global scale and can guide individual employees to further learning and skill development.

Eightfold's proprietary global data set of more than 1.5 billion talent profiles and patented AI technology enables employers to make more informed decisions about how and when to build, buy, or borrow talent. Integrating Eightfold with Workday allows talent leaders to benchmark and build workforce capabilities, increase the retention of top talent, level the playing field by creating equitable growth opportunities, and provide personalized career development paths for every employee.



"We're very excited that the technology is going to help us not only remove biases but also unleash the power of our employees in owning their careers and growing with us."

Grant Weinberg

*Vice President, Talent Acquisition,
HR Operations, TriNet*

Unlocking the Talent Potential in Workday

Workday is one of the leading HCM systems and holds an essential place in the HR technology stack. Employers rely on Workday applications to store candidate and employee data, streamline day-to-day processes, and meet HR regulations. Workday serves as an excellent system of record with strengths in process automation, reporting, and compliance.

However, employers need more than that to proactively develop and maintain effective talent strategy. That's why an increasing number of Workday customers are augmenting their implementations with Eightfold.

Augmenting Workday with Talent Intelligence

Eightfold is an AI-powered talent intelligence platform that integrates seamlessly with Workday. It is the only purpose-built AI talent suite that empowers employers to plan and execute data-driven talent strategies that deliver meaningful business outcomes.

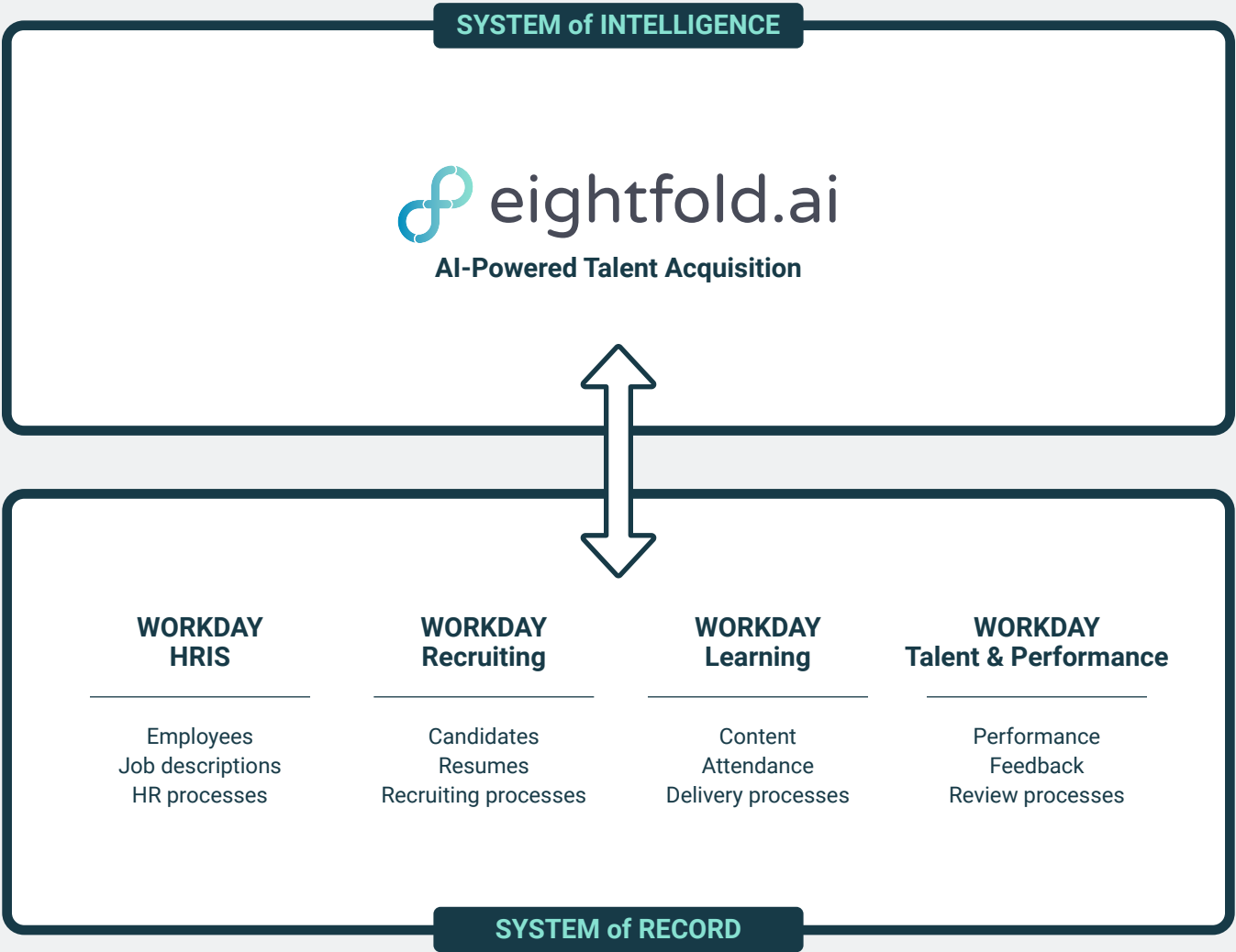
Eightfold is not a replacement for Workday; it's not a Learning Management System or HR information system. Instead, Eightfold "sits on top of" Workday as a system of intelligence, and integrates with other systems across the HR tech stack, enabling employers to get more value out of their HR applications and the massive amount of talent data they contain. At its core, the Eightfold platform provides AI-based insights about jobs and people—their skills, capabilities, and potential—to help talent leaders answer the fundamental questions they still struggle with, such as:

- What skills do we need to be successful?
- What is my talent capable of?
- What are our skills gaps?
- How do we fill those gaps?
- What skills are needed for this job?
- Who has the potential to succeed in this job?
- How can employees continue learning and developing?

Adding Intelligence to Talent Management

By seamlessly integrating Eightfold with Workday, employers unlock the potential that lies hidden in their employee base. Eightfold’s AI analyzes each employee’s past experience and draws upon its global data set to infer skills that the employee has acquired - even if they’re not explicitly listed on their resume or Workday profile. The AI makes best-fit matches instantly and accurately, recommending potential mentors, projects, learning courses, and internal roles at scale and without bias. It creates highly personalized career paths so that employees can pursue traditional or non-linear career growth opportunities.

By creating a single destination that predictively guides employees to development opportunities in a user-friendly, highly personalized way, employers can increase internal mobility and retention, promote top and diverse talent before they are poached by a competitor, and efficiently deploy their talent in new ways across the organization.



Eightfold's Advanced Talent AI

Like any employer, Workday customers face several challenges when managing talent.

Problem: Employees can't find a career path internally as easily as they can find a growth opportunity at another company. Internal roles, promotions, and projects are often allocated based on water cooler chatter or 'who you know', not what an employee is capable of.


- > **Result:** Employees are less engaged and motivated without a clear line of sight to their own learning and growth. Productivity suffers, average tenure decreases as employees leave for new companies, and talent acquisition costs increase.
- > **Ideal Outcome:** Employees are put in the driver's seat of their own career with Eightfold's Career Hub, a single destination for all internal development opportunities. They feel empowered, invested in, and energized to continue their learning and growth at the company. Employer brand strength grows, creating a flywheel effect for talent acquisition teams.

Problem: Employers don't have visibility into the skills and capabilities of their workforce. The half-life of skills is shrinking, and they don't have a data-driven way to determine which skills to develop to future-proof their organization.

- > **Result:** Talent teams are unable to develop an effective strategy to address skill gaps. Business continuity is a challenge in the face of attrition, even for junior roles, and workforce strategy is not aligned to business strategy.
- > **Ideal Outcome:** Each employees' skills and potential are captured exhaustively and quantified at scale. Managers can view their teams' capabilities and better coach them. Talent teams can effectively benchmark their workforce and create smarter talent strategies. Technology makes employee potential the currency of advancement and growth within an organization.

Problem: Employee profiles and resumes are inherently flawed. They don't reflect an individual's true potential because they're self-assessed, self-reported, and often under-represent capabilities (especially in the case of women and minorities). They also don't reflect experiential learning in real-time.

- > **Result:** Employees don't pursue a wide array of projects or new roles because they underestimate their own abilities. Profiles and employee resumes quickly become outdated as employees gain more experience, making it hard to effectively guide talent to new opportunities.
- > **Ideal Outcome:** Employees discover their hidden talents and potential based on smart, AI-driven recommendations, self-updating Career Hub profiles, and a deep understanding of their skills - even the ones they forget to enumerate on their resume. They recognize that they can realize their potential without having to leave the company. A culture shift happens, talent hoarding dissipates, and hiring managers find highly capable internal talent for open roles who can ramp up and become productive quickly.



“Eightfold uses AI to not only match candidates who are a 100% fit for a specific role but also can predict which individuals can go into the same role a year out if you develop them.”

Larry McAlister

*Vice President, Global Talent,
NetApp*

Beyond Employee Profiles and Resumes

Eightfold helps Workday customers overcome the shortcomings of employee profiles, resumes, and job descriptions. The platform's deep-learning AI delivers rich talent insights by analyzing the world's largest, self-refreshing source of talent data—more than 1.5 billion profiles of people working in every job, profession, industry, and geography. The capabilities of Eightfold's continuously learning AI include:

- 1. Identifying the skills required to do a job or project successfully.**
Eightfold ingests job and project descriptions from Workday and augments them with missing skills. The AI makes recommendations that address contextual nuances in skills and jobs. It can differentiate, for example, between the skills used by a Product Manager at a Technology firm and the skills required for the same role at a Consumer Packaged Goods company. The AI can also detect which skills are rising or falling in popularity, so employers stay on top of trends in the talent market. Eightfold's AI has identified more than 1.4 million skills and more than 800,000 job titles.
- 2. Determining an individual's skills, capabilities, and potential.**
Eightfold's AI looks beyond the resume to identify Validated Skills, Likely Skills, Skills to Validate, and Missing Skills for every role at an organization, matching each individual to every role based on their full profile and potential. In addition to skills, Eightfold's algorithm considers companies worked at, career path, time spent in different roles, work locations, and performance feedback—all of which provide a more accurate understanding of what people are capable of and where they can succeed next. Eightfold's AI is also constantly enriching and updating the profiles of candidates and employees with new information from public sources like LinkedIn, Hoovers, Crunchbase, and GitHub, ensuring that each company's talent network is consistently and automatically refreshed.
- 3. Matching individuals to jobs, projects, mentors, and courses.**
Eightfold's matching algorithms are far superior to simple keyword matching, which scores candidates for fit based on words on a resume. Eightfold's AI instantly matches individuals with the jobs they are good fit for and delivers a fully integrated talent development experience for every individual. Based on every individual's career aspirations, Eightfold proactively builds personalized career development pathways that combine projects, skills-based mentors, and skills-building classes.
- 4. Making development opportunities about what you know, not who you know.**
Eightfold's Career Hub democratizes access to career growth, and makes development activities measurable, so organizations can track progress against DE&I initiatives. The AI uses Equal Opportunity Algorithms—the state of the art in bias prevention—to ensure that personal characteristics such as gender, ethnicity, and age don't factor into best-fit matches.

Transforming Talent Management with AI

The Eightfold Talent Management module delivers actionable insights that transform how Workday customers develop, engage, and retain a diverse global workforce. The platform's AI-powered intelligence unlocks workforce potential to benefit employers and employees alike.

Align Talent Strategy with Business Needs

Most companies lack a clear picture of the capabilities of their workforce—despite having huge volumes of employee data stored in Workday HRIS. Integrating Eightfold with Workday, gives employers unprecedented insights into the skills and potential that exist in their global talent network. Employers can use this data to create a more agile workforce. This talent intelligence informs build or buy decisions as well as strategic investments in talent development that prepare the business for the future.

“We all need to think about our careers proactively – constantly evaluating the external circumstances and thinking about the skills we have and could have that will keep us relevant. Eightfold's Career Hub is a great way to start that learning journey to hone a new skill or take on a passion project.”

Vicki Walia

Chief Talent and Capability Officer, Prudential

Retain Top and Diverse Talent

High attrition rates exact a heavy price, with productivity, employer brand, and recruiting budgets all taking a hit. Unfortunately, for many employees it's easier to find a growth opportunity at another company than a career path with their current employer. Workday customers can increase retention rates by using Eightfold to deliver personalized development paths for every employee. With visibility into relevant internal opportunities, employees can set a course for professional growth knowing that they don't have to jump ship to achieve their goals.

Create a Consistent and Engaging Employee Experience and a Stronger Employer Brand

While Workday HRIS fulfills the financial, operational, and legal processes of managing a global workforce, Eightfold focuses squarely on improving talent development and the employee experience. Employees can take control of their careers and are set up for success with AI-informed recommendations for jobs, projects, courses, and mentors that align to individual capabilities and aspirations. Employees feel engaged and supported, and companies build a culture of growth that improves the employer brand.

Transform Career Pathing and Development

Companies aren't static and neither are careers. Workday customers can leverage Eightfold to adopt an agile approach to career development that fits today's dynamic business environment. Rather than forcing employees down the same rigid career path, companies can use Eightfold to support self-directed, non-linear journeys, where each job is like another tour of duty. The platform's continually learning AI keeps development plans current as skills, jobs, business needs, and employee interests evolve.

Capabilities Planning

Workday customers use Eightfold to understand employee potential at scale, gaining insights that drive strategies for upskilling/reskilling, internal mobility, redeployment, and hiring.

Consideration	Without Eightfold	With Eightfold	Benefits
AI-powered matching Intake	Every employee has a unique, rich set of skills and experiences that are often underutilized. Data in the HRIS platform doesn't capture an employee's true potential and business leaders have an incomplete view of what each employee is capable of.	Eightfold provides AI-informed insights into every employee's true potential based on a "living" matrix of 1.4 million skills. The AI automatically enriches employee profiles with insights into their Validated Skills, Likely Skills, Skills to Validate, and Missing Skills for every role in the organization.	Companies can pursue a talent management strategy that aligns each employee's capabilities with business needs—automatically and at enterprise scale. This increases workforce productivity and puts employees in positions where they can contribute most fully.
Aligning Talent Strategies	Talent data are stored in two separate systems: an HRIS system for employees and the applicant tracking system (ATS) for candidates. This makes it difficult to devise a strategy that considers talent management and talent acquisition holistically.	Eightfold is a single AI platform for all talent. The system ingests data from Workday HRIS and Workday Recruiting to provide intelligence across a company's entire talent network, including employees, applicants, and alumni.	Employers can address talent management and talent acquisition with a common system and skills-based framework for matching people with opportunities. Powered by Eightfold, talent leaders and business leaders can proactively identify each individual's talent potential to inform their build, buy, borrow strategies.
Understanding Workforce Capabilities	Companies lack an all-up view of the skills and capabilities across their workforce. As a result, they can't effectively identify skills gaps, smartly redeploy talent, or build programs to address major upskilling or reskilling needs.	Eightfold's Capabilities Dashboard offers an aggregated, enterprise-wide view of the skills employees have or can learn. These AI-based insights can be broken down by gender, geography, or department, and expanded to include an employer's entire talent network.	Companies can prepare for the future with a deep understanding of what employees are capable of and where talent gaps exist. This knowledge is a valuable complement to the capabilities in Workday, which approaches workforce planning through a budgetary lens.
Talent Benchmarking	Companies can't easily benchmark the current capabilities, let alone the potential, of their workforce. As a result, they spend a lot of money on expensive consultants and reports, or they enlist data scientists to conduct a lengthy analysis that is obsolete as soon as it's completed.	Eightfold's AI continually analyzes more than a billion profiles to provide real-time intelligence on the global market for skills and jobs. Talent leaders can monitor the prevalence of more than 1.4 million skills and 800,00 titles and evaluate trends by industry, location, or company.	Employers can determine whether they are keeping pace with the global market and identify the skills they need to ready their workforce for the future. They can also analyze the top skills and titles at competing companies to ensure that they aren't falling behind.

Talent Development

By integrating Eightfold with Workday, employers can unlock the potential of their workforce with a fully integrated, AI-driven, skills-based development experience tailored to each employee.

Consideration	Without Eightfold	With Eightfold	Benefits
Learning	Employees try to find relevant courses by searching through large learning libraries. Or they are assigned courses based on their current role, not the skills they want to learn.	Eightfold's AI recommends courses based on each employee's unique career goals and the skills they need to get there. Eightfold integrates with, and aggregates, each enterprises learning solutions (Udemy, Coursera, Workday Learning)	Employers build a culture of continuous learning and maximize value from existing L&D investments.
Projects	Employees find projects based on keyword matching and on paths that other employees have taken in the past. As a result, leaders often staff projects with familiar talent, which limits opportunities for experiential learning across a diverse and distributed employee base.	Eightfold's AI automatically surfaces best-fit projects for every employee. Employees see why they are a good match for a project, and the skills they'll learn by participating. Leaders can leverage AI to match and staff projects based on what employees are capable of, not just who they know in the organization.	Project work keeps employees engaged and increases each employee's network and visibility within the organization. In turn, employees are more productive, and more likely to find opportunities that meet their needs. Employers democratize opportunities to the entire employee base, and deliver skill-based development project staffing.
Mentoring	Selecting a mentor is often a function of "who you know." Alternatively, employees choose from a list of names and titles on a "buddy list." Neither approach supports a skills-based engagement.	Eightfold enables powerful skills-based mentorship at scale. The AI finds the best mentors for every employee based on the skills they want to gain. AI-informed mentor-matching creates a level playing field for all.	Companies increase employee development and retention with an inclusive mentoring program. Employees build the skills and cross-functional relationships that increase engagement and retention.
Team Development	Goal-setting, development plans, competency ratings, and performance reviews are integrated and in service of annual review processes that assess how each employee is performing in their current roles. This data is static, periodically updated, and manually updated.	Eightfold's AI delivers a dynamic Skills Development dashboard that provides real-time insights into team capabilities, current skills, and skill adjacencies. Managers can monitor and proactively engage in development activities (projects, courses, etc.) of individual team members and their skill proficiency over time, not just for the role they are currently in, but also for their career development aspirations.	Managers can better understand and unlock the talent on their team. They can also have more targeted and frequent discussions with employees about their personal career goals and development plans.

47%

of top talent leave within two years

Employee Experience

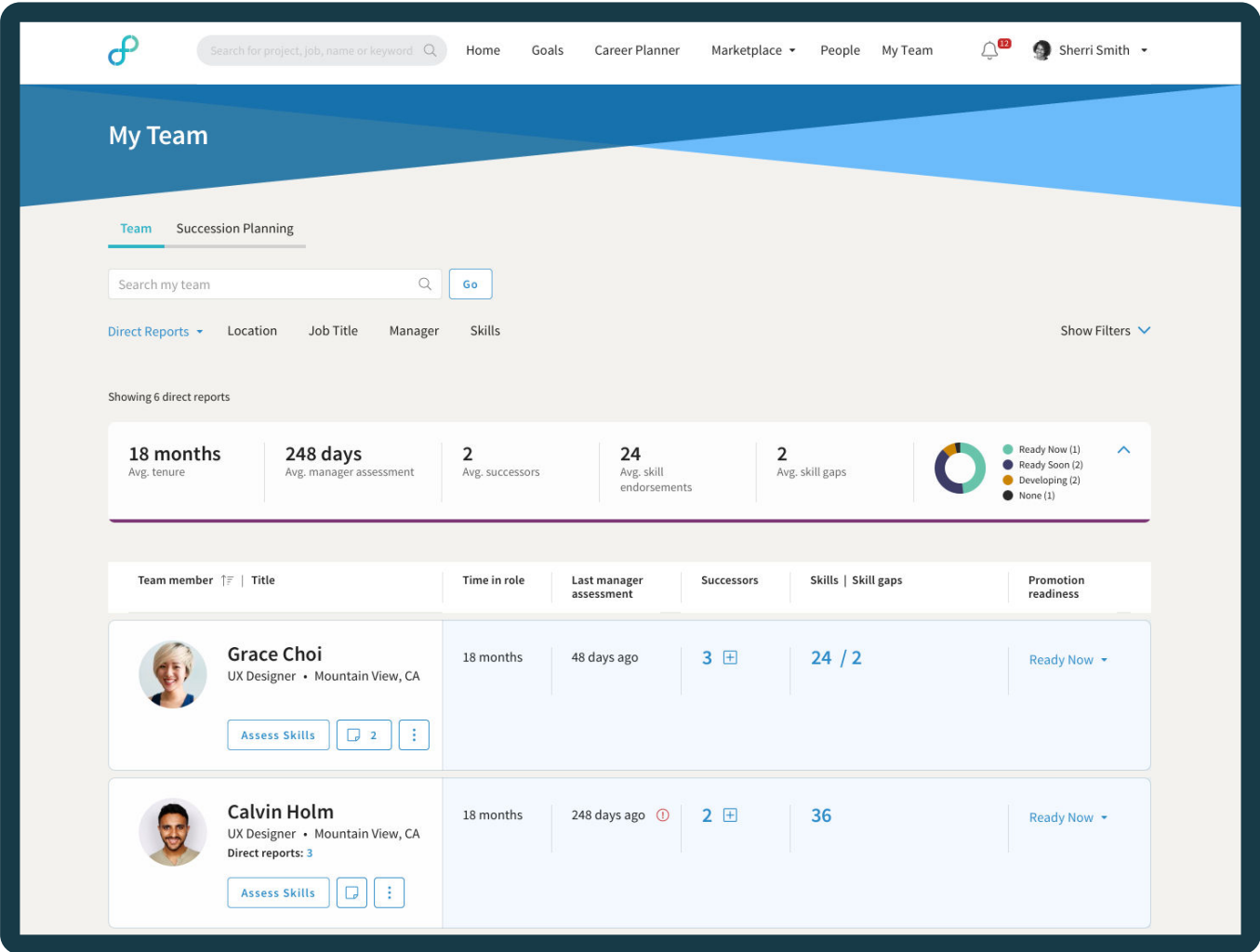
Employers increase engagement and retention by using Eightfold to provide a consumer-grade, employee-focused career development experience on top of Workday.

Consideration	Without Eightfold	With Eightfold	Benefits
Employee Profiles	Employee profiles are primarily used as audit logs to track activity. The data is often static, self-reported, and incomplete. Employees must create their profiles from scratch and have little incentive to keep them current.	Eightfold generates rich, self-updating profiles for every employee. Eightfold ingests employee data from Workday HRIS, uses global data and AI to constantly enrich profiles so that they're up-to-date representations of skills and potential. The platform suggests likely skills and adds new skills as they're acquired.	With little effort, employees have a dynamic, comprehensive profile that showcases their skills and experience. Managers, mentors, and project leaders have a more complete view of an employee's capabilities and potential even if they work in another department or location.
Career Pathing	Career pathing recommendations are often linear and static, reflecting the most common trajectories through the organization. They don't accommodate an employee's unique potential and career goals, or consider horizontal career moves. Employers try to codify career paths and competencies to help employees envision what is possible and how to get there, but the process is manual and time consuming.	Employees proactively map out their potential career paths guided by Eightfold's AI-based recommendations. Eightfold matches each individual to every potential opportunity within the organization based on skills matching, adjacent skills inference, and career goals. The AI can match across departments, geographies, and job levels.	Employers reduce attrition by offering dynamic, holistic, self-directed career planning at scale. Employees feel supported in their careers with a transparent, internal roadmap for growth. Eightfold supports career paths that evolve, shaped by employee interests and business requirements. Talent teams no longer spend hours codifying hundreds of potential career paths.
Career Hub	Employees are served career development opportunities based on their self-assessment and self-reporting of their skills. These profiles are static, and often incomplete, and the development recommendations are limited to Workday content and based on keyword matching.	Each employee's Career Hub experience is powered with dynamic, personalized development recommendations, driven by AI to ensure they are thinking bigger when it comes to their career. Career Hub delivers employees with specific jobs, courses, projects, and mentors that will advance their skills and career goals.	Employees can take control of their careers with visibility into all relevant growth opportunities. Personalized development recommendations encourage employees to stay and work towards their next role at the company.
Internal Jobs	Most employers have not mapped the skills required for each role. As a result, employees don't know how their skills are transferable to new roles in different departments or functions. It is often easier for employees to find a new job externally vs. internally.	Employees are matched to, and served, the open roles that they have the potential to succeed in based on Eightfold's skills-matching algorithm. By matching based on skills and potential, Eightfold helps democratize opportunities that also help further DE&I initiatives.	New opportunities find employees based on their skills & potential, rather than employees searching internally and externally to find a fit. Employers increase retention, improve employer brand, and maintain a productive, motivated, and diverse workforce.

64%

of all workers want a clear career path

The Eightfold Career Hub



The Career Hub empowers employees to build their skills and careers with personalized, AI-driven recommendations for jobs, projects, courses, and mentors—all accessible in one place. Employers can configure Career Hub with all or select capabilities depending on their strategy for talent development and internal mobility.

Internal Mobility

Eightfold helps Workday customers identify, grow, promote, and redeploy talent with AI-based insights that match the right employee with the right role.

Consideration	Without Eightfold	With Eightfold	Benefits
Internal Hiring	It's hard for hiring managers to assess the capabilities of internal candidates—especially when they have only a resume or static profile to review. The challenge is even greater when employees work in other offices or departments.	Eightfold's AI proactively identifies the talent who are a strong match for open positions, assessing fit consistently across candidates, employees, and alumni. In minutes, hiring managers have a shortlist of internal candidates who have the potential to succeed in the role they want to fill.	Hiring managers can quickly fill open roles with high-potential employees from across the company matched on potential as opposed to past history. Employers retain top talent, cut recruiting costs, promote cross-functional movement, and change a culture of talent hoarding.
Bench Strength	Succession planning is often done once a year and for top executives only. Successors are typically selected based on job level or reporting structure. Profile data used to identify successors may be stale and succession plans are often filled with "usual suspects" as opposed to a broad view of potential talent.	Eightfold's AI determines which employees have the skills and capabilities to step into a given position. The match is focused on the worker's potential as opposed to their work history. This allows managers to broaden their lens as they assess and develop bench strength for any role in the organization.	Managers can ensure continuity and productivity by quickly moving a talented employee into a vacant role. Employees who are being prepared for a promotion are more likely to stay with the company.
Diversity	Nearly all employers have committed to DE&I, but most lack the data and technologies to make measurable progress towards improving opportunities for minority employees. Internal hiring can disadvantage under-represented groups with fewer connections. Managers struggle to predict potential and often give roles to employees with profiles similar to themselves.	Eightfold's Equal Opportunity Algorithms ensure that diversity traits don't factor into matches for new roles, projects, or potential mentors. And development actions taken in Career Hub are tracked to help monitor progress against DE&I initiatives.	Employers create equitable access to job opportunities, improving the retention and growth of diverse employees. They can baseline internal mobility for diverse candidates and create accountability for diversity outcomes at the corporate, department, and hiring manager levels. Skills and potential determine growth opportunities instead of 'who you know'.
Redeployment	Companies facing a major business transformation have a hard time redeploying talent because they can't evaluate employee capabilities at scale. Attempts to create a skills inventory are time consuming and manual. Layoffs are costly, reduce productivity, and negatively impact employer brand.	Eightfold's AI helps companies identify redeployment opportunities at scale and with less manual work. Talent leaders can quickly identify valuable skills among impacted employees and match people with new positions where they can succeed.	Employers retain productive, fully-ramped talent while responding effectively to changes in business strategy. By limiting layoffs, companies maximize investments in people while also avoiding large severance payments and damage to the employer brand.



increase in internal mobility at a global communications company.

Now is the Time for AI-Powered Talent Management

The talent management revolution is here.

With industry-leading deep learning AI technology, talent management teams can finally bring their vision to life: getting a full picture of skills and capabilities, predicting employee potential, guiding employees to growth opportunities internally, and creating a more agile workforce.

Many Workday customers are already realizing the benefits of augmenting their implementation with Eightfold. Major employers across industries and around the world have unlocked the considerable talent potential within their four walls. With newfound talent insights from Eightfold and a personalized Career Hub for employee development, they've increased engagement and retention, driven DE&I initiatives forward, and re-deployed talent to better position their business for growth.

"If we just keep managing skills in our HRIS and updating them every three years, we would never get anywhere as an organization."

*Head of Talent Management,
Top 10 Pharmaceutical Company*



Eightfold's Career Hub is built on the Eightfold Talent Intelligence Platform™, a purpose-built, deep-learning artificial intelligence technology that is powered by an ever-refreshing global data set of billions of talent data points and over 1.4M unique skills.