

Nomination: 7274

## Workforce360: Democratizing Access to People Insights

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> IBM
<b>Additional Contacts</b> I do not wish to list additional contacts
<b>Page: Entry Information</b>
<b>Entry Title</b> Workforce360: Democratizing Access to People Insights
<b>Category</b> F01 - F70 Solutions, Implementations, and Training Programs or Media > F01 - F48 Solutions & Implementations > F19 - HR Reporting Solution - New or New-Version
<b>Solutions &amp; Implementations Submission Format</b> Written Answers
<b>a. If you are nominating a brand-new product, state the date on which it was released. If you are nominating a new version of an existing product, state the date on which the update was released. If you are nominating an implementation, state the date on which the implementation was completed. Required</b> Workforce360 (WF360), Release-1 (6/2021)

**b. Describe the features, functions, and benefits of the nominated product, service, or implementation (up to 350 words). Required**

People analytics enables organizations to leverage data and insights to make informed decisions about their Talent. People analytics helps identify patterns, trends, and correlations that can inform strategies and initiatives, leading to better talent management, improved productivity, and enhanced employee experiences.

However, doing people analytics at scale is challenging due to the complexity of human behavior, the vast amount of data to be analyzed, privacy concerns, and the need for specialized skills and tools to effectively interpret and utilize the data.

This nomination presents Workforce 360 (WF360), the IBM people data platform that transformed how users, applications, and advanced AI solutions consume data.

WF360 is designed on a scalable data ingestion pipeline on IBM Cloud and now ingesting from 35 different HR sources. Data are pre-integrated, eliminating the need for manual data wrangling, and subject to comprehensive data governance, which focuses on three main categories:

(A) Compliance, to safeguard data and comply with countries' privacy regulations, including access controls, consent management, and ethical usage,

(B) Quality, including both data integrity and proactively identifications of changes in business metrics,

(C) Standards, by establishing a framework of promoting best practices and guidelines for the use of people data.

WF360 completely transformed how IBM uses people data insights. HR leaders get access 23 days earlier, and insights now span across the complete Hire-to-Exit employee journey in an integrated view. With all data integrated into a platform, we eliminated 400+ reports (70% of total reports), simplifying HR professionals experience in accessing the information they need. AskHR, IBM chatbot solution, uses WF360 to serve trusted data previously locked in siloes tool. Finally, WF360 is the backbone to fast build and deploy people data AI-powered experiences such as Job Recommendation, which assists 180K employees in finding internal career opportunities, Compensation Advisor, recommending salary increases for more than 250K employee (with managers always making final decisions), and Performance to Skill indicator, measuring the scarcity of skills in the market to drive hiring investments.

**c. For the nomination of a product or service, outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable. For the nomination of an implementation, outline the need or problem that was identified, why the solution was chosen, how the solution was implemented, and the results of your implementation to date (up to 350 words). Required**

WF360 Generated a substantial impact on our organization.

**Technical Impact**

As the source of truth for people data analytics, WF360's technical impact at IBM has been significant. By standardizing ingestion, management and consumption patterns, WF360 has eliminated the need for dedicated infrastructures, allowing IBM HR to maintain a consistent level of service with a 60 percent cost savings. Wf360 APIs (Application Programming Interface) drove 7X reduction in development time for application serving people data to employees and managers. Running on IBM cloud enables WF360 to rapidly scale its compute and storage infrastructure as more data gets ingested. Finally, as a part of IBM's Cognitive Enterprise Data Platform (CEDP), WF360 avails itself of platform services, including security, governance, and data quality which enhances users experience and ensures compliance with security and privacy rules.

**People skills Impact**

A critical part of the success of the WF360 solution has been the work done democratizing access to data and insights to all IBMers (who have the right business need to know) making talent-related decisions.

We launched Your Insights, a one-stop shop experience for professionals who want to improve business and workforce outcomes. In Your insights, users can validate business problems with trends and benchmarks, access reports that will help root causes, and grow skills in people data and analytics.

We consolidated five processes to request access to (siloeed) people data, cutting in half the time required to process access requests. A dedicated Your Insights data governance process now educates on people data metrics and which data/insights to access for business problems. Our People analytics community now accounts for more than 1500 individuals who ran more than 900k reports last year. People analytics, relegated initially to a smaller group, is now standard practice across the entire company. More importantly, all users now use one single and trusted source for people data and a common definition of metrics eliminating manual data wrangling and costly discussion on data inconsistencies.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

**Webpage Link**

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**Supporting Document**

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