

# Global Bank Chooses eQ8 to Help Transform In-Person Banking Experience for Post-Covid 19 World



## OBJECTIVES

Facing the reality of changing customer expectations, the organization identified Strategic Workforce Planning as the best vehicle to align business leaders and departments in their goal of transforming the business. With a lack of SWP experience and a limited team to drive this new capability, the organization needed an easy-to-use tool that would simplify the SWP process and still provide them with all the data and insights they'd need to make informed decisions.

## SOLUTION

Tasked with building and supporting a global internal SWP function with a limited team, finding a technology that could expedite and simplify the creation of Strategic Workforce Plans was a top priority.

The organization was leading a grand-reimagining effort to transform the in-person banking experience for a post-covid society. This included prioritizing efforts to reskill, upskill, and create flexible development opportunities to meet demand for newly created roles.

The technology needed to identify value chains of these new roles to accurately forecast the workforce implications of these massive organization-shaking changes.

## Why eQ8

### Demand-Led SWP

eQ8 uses a demand-led view of Strategic Workforce Planning that links workforce segments to organizational activities allowing for more accurate forecasting

### Skills Forecasting

Understand the skills and proficiencies needed to enable and support your organization's business strategy and create action plans to bridge those skill gaps.

### Dynamic Scenario Modeling

Data-backed action plans owned by your org to forecast different transformations and the impacts of failing, meeting, or exceeding those projections.

## AT A GLANCE

- Industry - Finance
- Location - Global
- Employees - 85,000

## Challenges

- Operations in 40 countries
- Difficulties adjusting to post-Covid stabilization
- Undergoing massive step-change transformations
- Lack of Organizational alignment
- Limited internal SWP knowledge/capability

## Benefits

- Transformed entire customer facing divisions to meet post-Covid customer expectations
- Identified key roles with a high rate of skill transferability to build up critical workforce segments from within
- Leaders from across the organization aligned to one vision



As soon as the board saw the strategic workforce plan we'd built with eQ8 we started getting flooded with requests from business units all over the organization to partner with them next. We're very popular at the moment.

## VP

Organization & Talent Analytics