



ChildFund International: Bridging the IT Skills Gap at a Global Enterprise



Company

ChildFund International

Industry

Nonprofit

“Visual Workforce was worth every penny. It helped us understand our team skills, right-size our organization, justify training and consulting costs, and effectively reposition our internal team.”

**- Cheri Spence
CIO, ChildFund International**

Company Overview

ChildFund International is a global nonprofit working toward a world where every child is free to live at their fullest potential, no matter where they are from or what challenges they face. They provide services to children around the world that include vocational and literacy training, food distribution, educational programs, early childhood development, health and immunization programs, and nutritional programs.

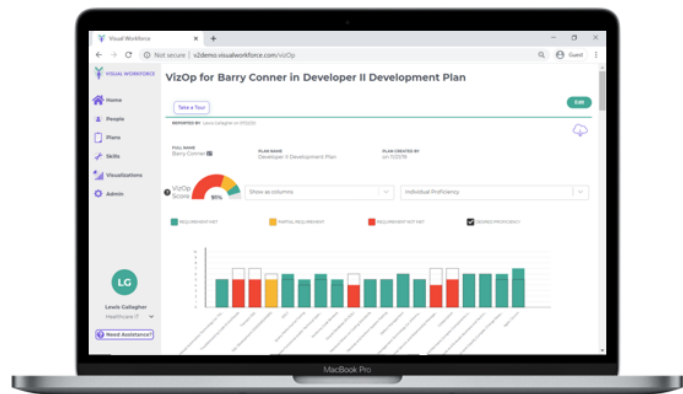
Challenge

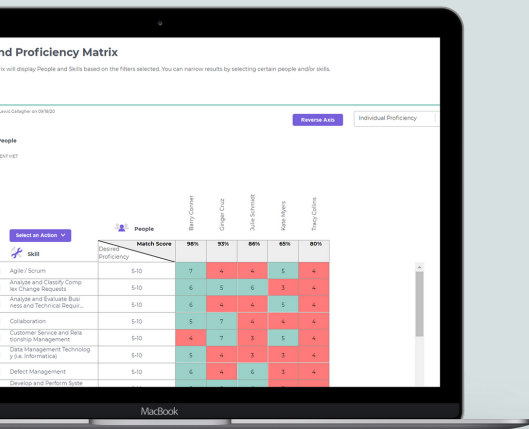
ChildFund International was looking to modernize its IT stack including migrating a legacy CRM tool to Salesforce.com. As part of these efforts, CIO Cheri Spence wanted to better understand the range of skills and proficiencies within her 30-person team and get a sense of who on her team was best positioned to make the transition to a cloud-based platform. To be successful, ChildFund needed staff well-versed in Apex, a common requirement for managing cloud deployments, as well as APIs, DevOps, and .NET development.

The team initially looked at conducting an internal skills assessment on their own, but estimated that it would take six months and cost \$18,000, and decided to look for an external tool to get the job done.

Solution

Visual Workforce was engaged to quickly survey the technical skills and proficiencies of the current team. Using the Visual Workforce platform, ChildFund was able to quickly compare existing skillsets against the future needs of the organization and make more informed decisions regarding team structure and training initiatives.





Before Visual Workforce

- Lack of actionable skill and proficiency data
- Manual, tedious process for conducting a skills inventory

After Visual Workforce

- \$200k in direct cost savings in just six hours
- Ability to identify and develop high potential employees
- Insight into skills gaps that help improve L&D initiatives and justify training budget

Once the data was collected, Visual Workforce's powerful, pre-built visualizations made it easy for the team at ChildFund to quickly identify skills gaps within the organization and then start putting together individual, data-driven development plans to close the necessary gaps.

Results

The team at ChildFund was able to roll out the Visual Workforce platform in just six hours, and the insights derived from the skills inventory resulted in cost savings of \$200,000 in terms of direct labor cost.

Visual Workforce delivered increased transparency into the capabilities of ChildFund's existing workforce, giving organizational leadership insight into roles and skillsets that were redundant or antiquated. With Visual Workforce, ChildFund is now able to easily identify and develop high-potential employees, create a path forward to train employees for new roles, and make more informed decisions around when to upskill existing employees versus looking outside the organization.

What's Next

ChildFund is deploying Visual Workforce to the full IT team to allow each individual to map their own skills. The organization plans to create customized job-growth plans for each employee with the goal of helping each individual employee further develop their skills. The company believes that this focus on employee development will help them build loyalty, retain top talent, and ultimately avoid the high cost associated with employee turnover.

Ready to learn more?

Let us show you how easy it is to get started.

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