

Building a future-ready IT workforce

How Mercer | Mettl created multiskilling
technical assessments for an IT services
giant's 100,000+ employees across India
and the Philippines



welcome to brighter

About the company



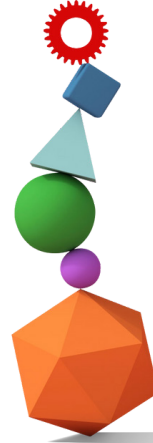
This multinational company provides IT services and consulting globally. It is one of the world's largest IT services companies and offers new-age technology, operational service and strategies to solve its clients' challenges. The company is well-known to co-create and co-innovate solutions to build better connections with its customers, improve resilience and drive sustainable growth.

As of 2021, it has made over ten consecutive appearances on Fortune's "World's Most Admired Companies" list.

Business challenges and requirements

The company has always prioritized continuous learning. Therefore, it developed and ran various customized programs based on the learning needs of its people across skills, business roles and career levels. The company strongly believed in continually evolving its employees' skills to meet the market's changing needs and build an adaptive workforce.

Thus, it wanted to optimally utilize its existing tech workforce in India and the Philippines. The company wanted to create a flexible tech workforce with increased productivity and versatility. It intended the best possible use of resources across skills by letting employees gain expertise and competence in at least one skill set besides their core skills.



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The company's competency program

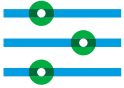
The company conducted a competency program across its tech teams in India and the Philippines. This internal exercise identified a specific list of additional skills that its tech workforce could acquire to achieve adaptability. The next step was to measure the employees' competency levels against the identified skill set. Thus, the company sought a partner to integrate technology-driven solutions into its competency program portal and accurately measure employees' existing skill levels.

The competency program was meant to encourage employees to learn new and additional skills to build expertise, which, in turn, would provide them with opportunities to work on cutting-edge assignments.



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To achieve the goals of its competency learning initiative, the company wanted a partner with the following specifications:



A platform to accurately measure its employees' skill levels

The company wanted a platform to accurately and seamlessly evaluate its employees' technical skills to accomplish its learning objective. The technology-based platform had to exceed the current industry standards of evaluation. The company also expected the platform to offer accurate and detailed reports to granularly understand the employees' knowledge.



A tech-backed scalable solution

The company wanted to conduct and execute large-scale technical assessments on its tech workforce in India and the Philippines. Thus, a robust assessment platform was a must. The platform needed to work smoothly without any technical glitches and compromising user experience.



A holistic platform

The company sought a partner to operate and execute the entire solution and provide round-the-clock on-ground support. The desired partner was also expected to manage all technical difficulties and ensure a seamless flow of information and effortless integration. Besides, it had to provide a reliable tech-based platform that could efficiently manage all communications and entries on a single dashboard with the utmost ease.



Remarkable data security

The company warranted a partner that offered excellent data security standards and was compliant with GDPR (General Data Protection Regulation) regulation. It also desired stringent security and a secure infrastructure support system because thousands of employees were expected to upload and download files simultaneously.

Mercer | Mettl solutions

Mercer | Mettl gained detailed insights into the objective of the company's competency program. The team of subject matter experts then devised a customized assessment strategy to support its learning and development plan.

The plan included:

- Providing a digital assessment platform to evaluate the employees' functional knowledge.
- Customizing high-quality assessment blueprints through Subject Matter Experts (SME) with over 10 years of experience.
- Generating access-based reports customized for the company and integrating with its global LKM portal.

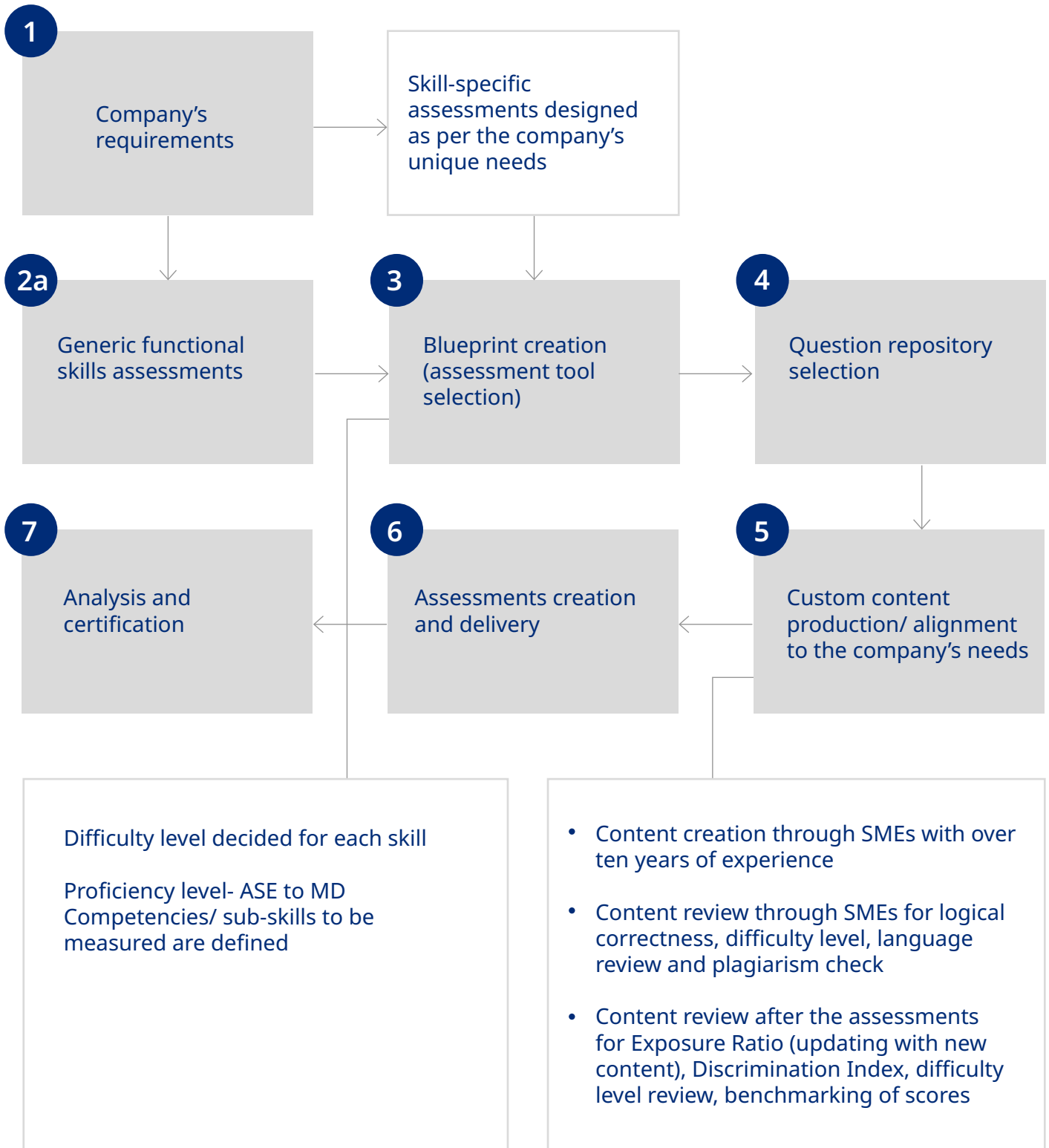
500+ Industry and IT skills

My Competency Program's skills	JAVA	SAP ABAP
	Accounting: Basic and advanced	Innovation and business strategy management
	Database administrator	Multimedia and content management
	Future skills like R and Python	Robotics and AI

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650+ unique assessments created across 500+ skills

The process of designing the skills assessment:



A holistic platform for technical assessments

After understanding its requirements, Mercer | Mettl equipped the company with a robust technical assessment platform that was a one-stop solution for all its assessment needs. The platform covered a wide range of core corporate functions, industries and IT skills, enabling it to measure the skills for varied tech roles. The platform also allowed evaluators to gauge technical competencies with customized technical skills tests created by a team of subject matter experts.

Aside from the mentioned features, Mercer | Mettl's technical assessment platform:

- Understood the competency need, job role, industry and organization-specific context
- Created assessment blueprints that listed skills and subskills essential to cover each technical competency
- Created competency-wise content from Mercer | Mettl's repository of questions
- Designed assessments and reports through a combination of question types and customization requests
- Easily integrated with its global LKM portal
- Came with additional features like AI-based proctoring and authentication system

[Click here](#) to learn more about Mercer | Mettl's technical assessment platform.



Creating skill-specific assessments

After gaining insights into the skill requirement, Mercer | Mettl's team of subject matter experts designed skill-specific assessments considering the role levels. These role-specific tech assessments combined knowledge-based and application-based problems that needed to be solved in real-time.

Mercer | Mettl offered a two-layered innovative solution, including MCQ-based questions combined with advanced coding problems. These were to be solved using Mercer | Mettl's stellar Back-end Simulator (Codelysis).

1. Multiple choice question-based assessments evaluated the domain knowledge

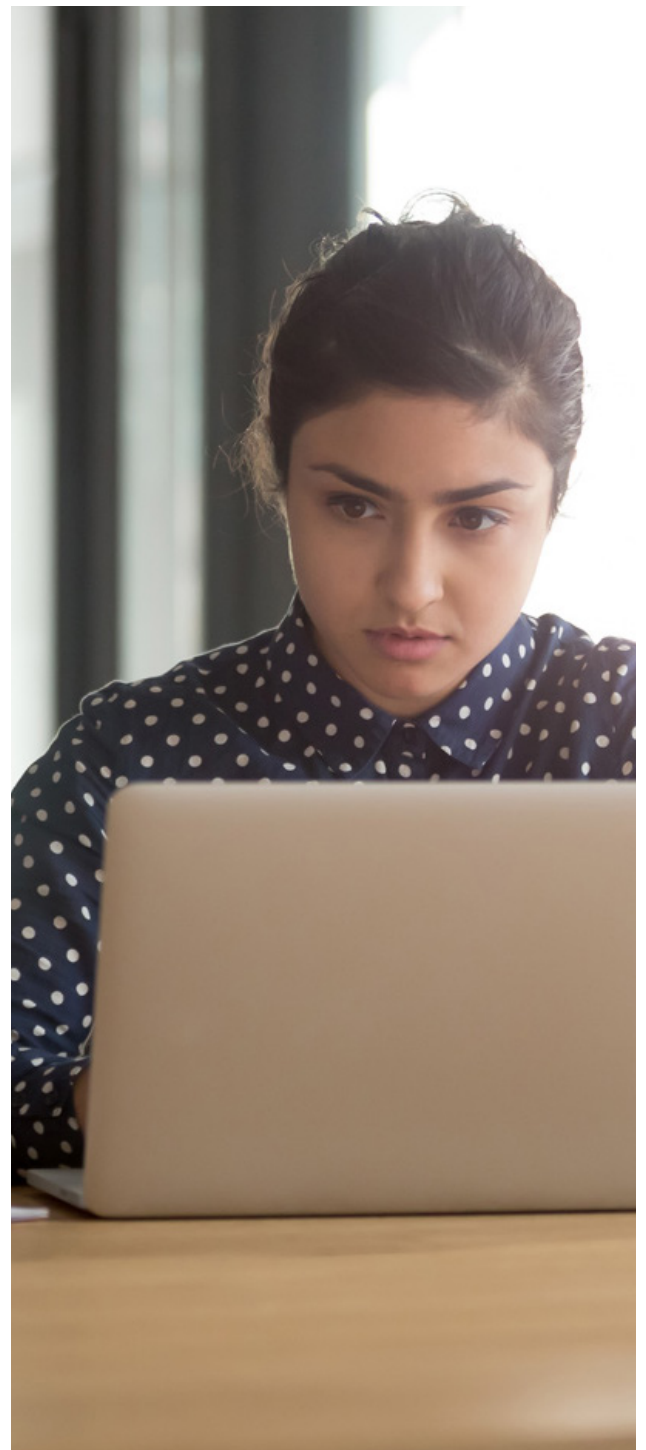
Mercer | Mettl's coding assessment platform offered an extensive programming test library, replete with 100,000+ technical questions for 300+ skills, enabling the brand to devise impactful screening assessments.

- A user-friendly and well-defined test interface helped the evaluators set up the employees' exams using multiple question types instantaneously.
- Blueprint creation and a large question repository helped build customized assessments as per the company's needs.
- The diversity of the questions helped the company gauge the employees' technical concepts in every dimension, besides their future thinking.
- The score-based reports determined the level of domain understanding of the employees.

2. Mercer | Mettl's high-tech coding simulators assessed the application-based skills of the employees

Mercer | Mettl's Coding Simulator enabled the company to test the real-world coding skills of the employees.

[Click here](#) to learn about Mercer | Mettl Simulator Codelysis.



Analysis and certification

3. Fully auto-graded and detailed reports of the assessments offered insights into the employees' existing skills levels

- The company evaluated employees in detail, using the custom scoring logic for both assessment and simulation tests.
 - The auto-graded assessments instantaneously evaluated employees on several parameters, such as code correctness, difficulty level, time and space complexities and other vital parameters.
 - Content review through SMEs for logical correctness, language review and plagiarism check.
 - The accurate test reports offered in-depth analyses of code and programming standards, enabling decision-makers to predict the employees' real-life skills at scale.
 - A thorough evaluation of the coding potential was bias-free and backed the assessors' decisions with optimum reliability and validity of coders' actual potential.
- Combined group reports with benchmark scores and provided skill/level insights based on data analytics.
- Provided certificates based on pre-set performance criteria.



4. Integrated with proctoring and authentication features to maintain the credibility of the assessments

A remarkable set of online remote proctoring features added to the value and credibility of the online coding and MCQ-based assessments. A stellar candidate authentication system, followed by AI-based proctoring and easy access to recording and reviewing the assessments, ensured credible tests.

- Mercer | Mettl's facial recognition technology and a 3-point candidate authentication system ensured the right employee took the assessment.
- Mercer | Mettl's Secure Exam Browser sanitized the environment by disabling unauthorized browsers, tabs, search engines, ports, etc.
- Mercer | Mettl's AI-powered suite of proctoring tools ensured maximum cheating prevention, using record and review proctoring on its coding assessment platform.

Impact

As part of its learning initiative, the company could accurately measure the existing potential of its tech workforce. The company conducted detailed and high-quality technical assessments using Mercer | Mettl's services and its team of experts. The tech assessments were thorough, bias-free and time-saving. As a result, the company met its goal of building a highly productive and multiskilled tech workforce in India and the Philippines, operating remotely.



The project ensured:

100,000+

Employees

Successful skills assessment of 100,000+ employees across India and the Philippines.

650+

Unique assessments

650+ unique assessments evaluated 500+ industry and IT skills.



Proficiency levels

The company achieved its objective of increasing its employees' proficiency levels.

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About us

At Mercer | Mettl, our mission is to enable organizations to make better people decisions across two key areas: acquisition and development. Since our inception in 2010, we have partnered with more than 4,000 corporates, 31 sector skills councils/government departments and 15+ educational institutions across more than 90 countries.

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