Mosaic

Projects 2.0
Customer Community Session

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September 2025

agenda

01 Why Mosaic? (10 min)
Problems we are solving

02 How does it work? (10 min)
Live Demo

03 How do I set it up? (10 min)
Tech requirements to implement Mosaic

04 What's changed? (15 min)
How to communicate the change internally

05 Next steps (10 min)
Launch toolkit for Mosaic

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Why Mosaic (Projects 2.0)

Problems we are solving

The workforce is no longer just human

BUSINESS   *EXCLUSIVE DETAILS*

Goldman Sachs launches AI tool — fueling fears that 'rise of the machines' could hit jobs

Generative AI

Agentic AI Is Already Changing the Workforce

by Jen Stave, Ryan Kurt and John Winsor

May 22, 2025

Artificial intelligence   (+ Add to myFT)

AI agents: from co-pilot to autopilot

An in-depth look at the hype and reality around "agentic AI" — the use of AI agents that perform tasks autonomously.

AI agents can reimagine the future of work, your workforce and workers

Investment Banking ›

HSBC eyes AI bots to replace back office jobs

The UK lender is interested in using AI agents created by a tech startup

Amazon's corporate workforce may shrink as AI takes over routine tasks

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Challenges we hear ==from the market==...

AI Productivity Gap

Organisations are not yet seeing promised business benefits of AI.

Recent research from MIT found 95% of AI pilots fail

Underutilised Tech Stack

60% of tech leaders report that employees are not adopting new tools fast enough - putting digital ROI at risk

Wasted Unlocked Capacity

On average, 37% of roles and 20% of the workforce across our customers are highly impacted. This shift will release significant employee capacity.

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Challenges we hear from you...

Low Marketplace Liquidity

Too few projects, low activation, siloed efforts.
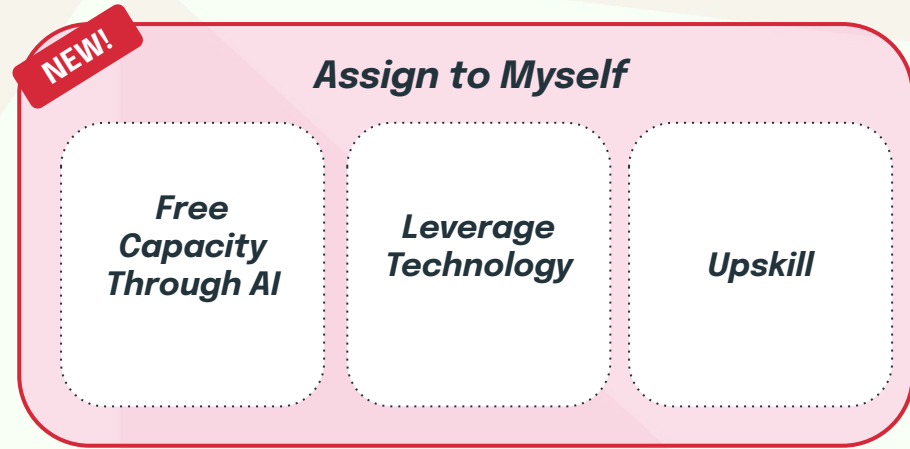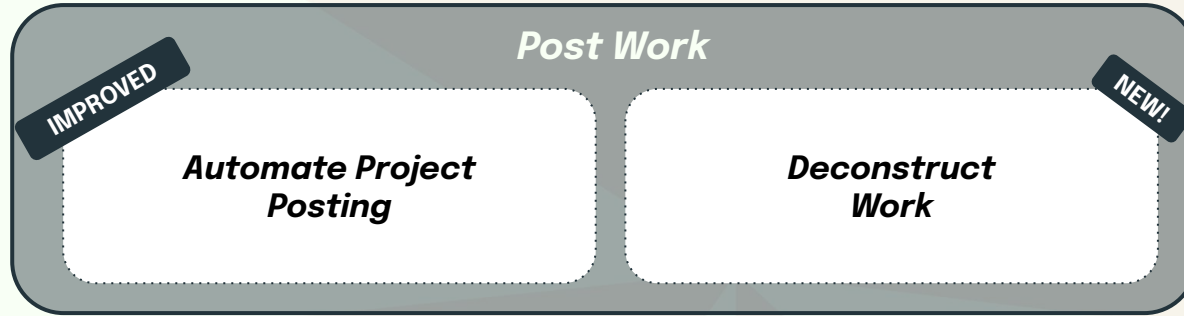
Limited Visibility into What's Working

No clear view of who's creating work, who's joining, or what success looks like.

Difficult to Prove Business Value

Difficult to estimate the impact of projects and show which goals they support.

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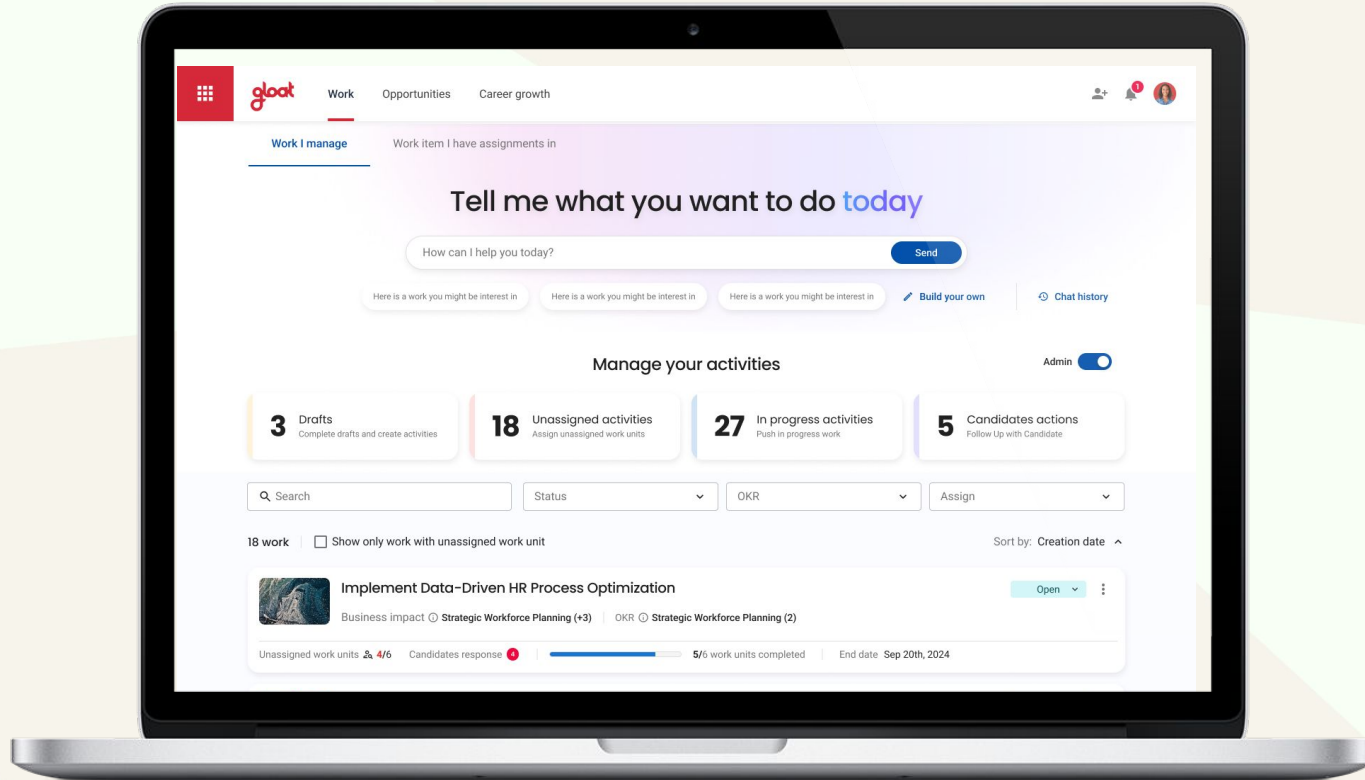# Turning Challenges into Opportunities: Projects 2.0

Post Work

IMPROVED

Automate Project Posting

NEW!

Deconstruct Work

Assign to Others

NEW!

Assign to your team

See relevant talent across the organisation

Assign to Myself

NEW!

Free Capacity Through AI

Leverage Technology

Upskill

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How it works
Live Demo

Let's see it in action

Technical Set Up

What's required to implement Projects 2.0

What's required to implement Projects 2.0?

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Customer

Migrate all Projects data to Work & Activities

Enable on Staging

Optional Steps

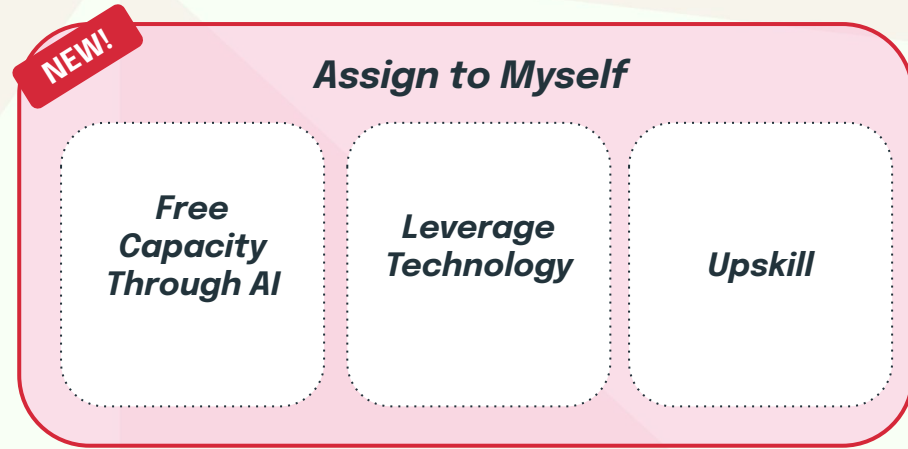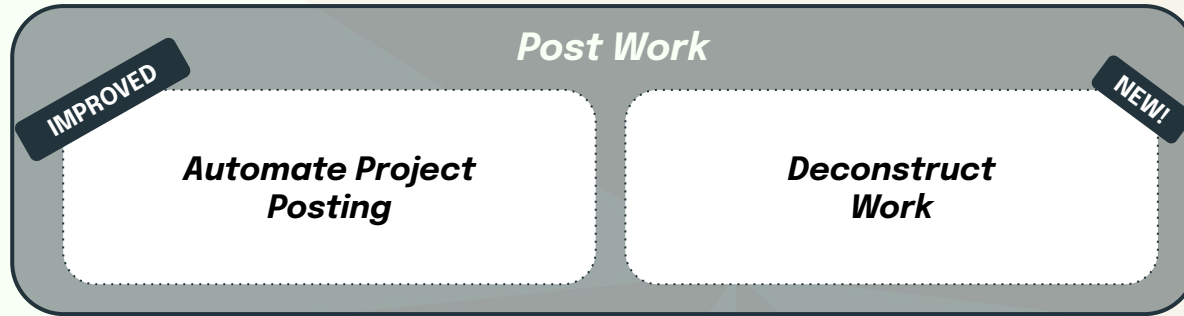*Share application data: tools & AI agents*

Provide Company OKRs

Review Branding Options

What's changed?
How to communicate the change internally

Turning Challenges into Opportunities: Projects 2.0

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'Post Work' Enhancements
Automate Posting

Create Work

Fill in all required fields to create this work item.
Use auto-fill to speed up the process.

Work Title *

Description *

Enter a description

The impact of your project will be... *

Motivate candidates to join the project by explaining how they can make a difference

Save without activity   Save and create activity

Pain point
Users found the project posting experience cumbersome and often dropped out before completing

Enhancement
Using AI we can populate project descriptions just using a project title, speeding up the posting process
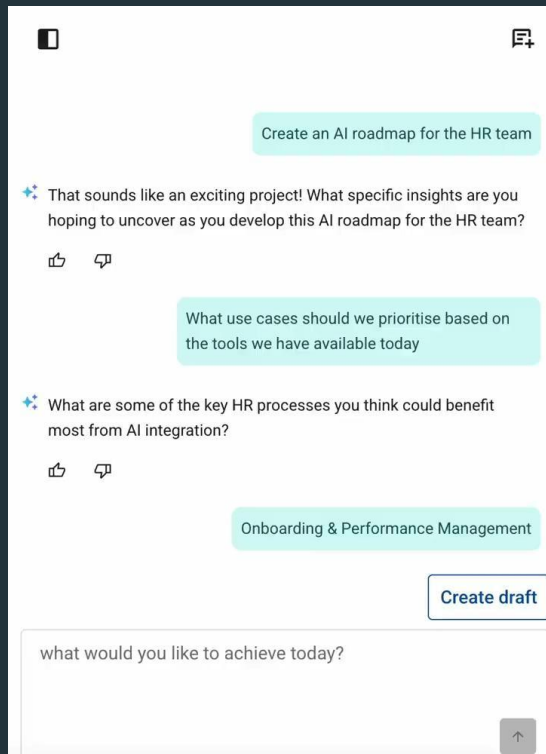
Predicted Outcome
Increased Projects Posted
Increased Unlocked Hours

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'Post Work' Enhancements
Deconstruct Work

Pain point
Employees and managers struggled to frame work as "projects," leading to low posting despite strong demand.

Enhancement
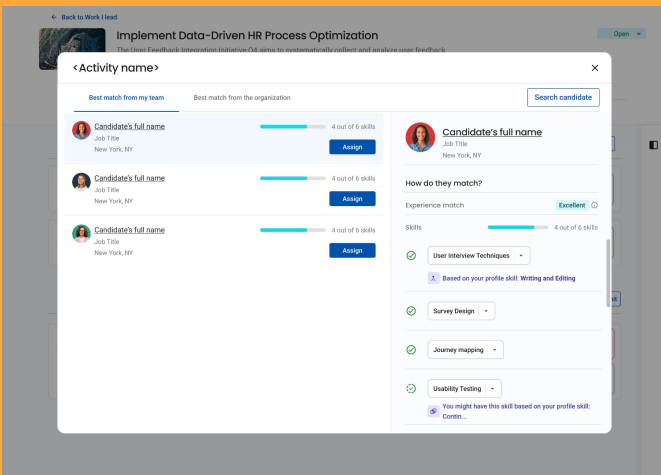Our new AI agent simplifies the 'work deconstruction' process by guiding them step-by-step

Predicted Outcome
Increased Projects Posted
Increased Unlocked Hours

'Assign Others' Enhancements
Best match from your team

Pain point
Managers had limited functionality in Gloat – they could view employee skills but couldn't assign developmental tasks to their team.

Enhancement
The platform now enables managers to assign work to employees within their team alongside talent from across the wider organization.
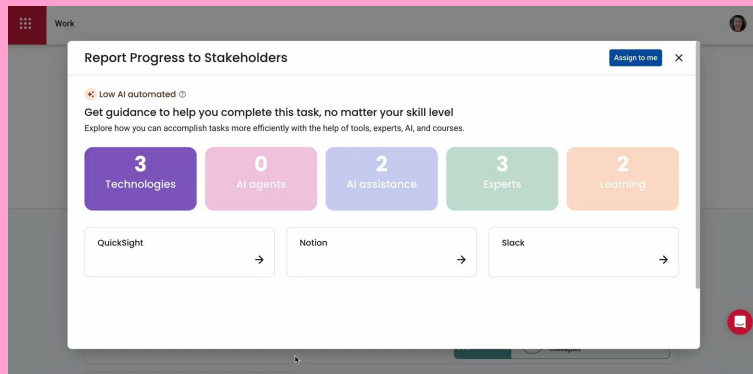
Predicted Outcome
Increased Assignments
Increased Unlocked Hours

'Assign Yourself' Enhancements
Free Capacity & Leverage Technology

Pain point
Many organizations have invested in AI agents & other digital tools, but employees often lack clarity on what's available & how to apply them in their day-to-day work.
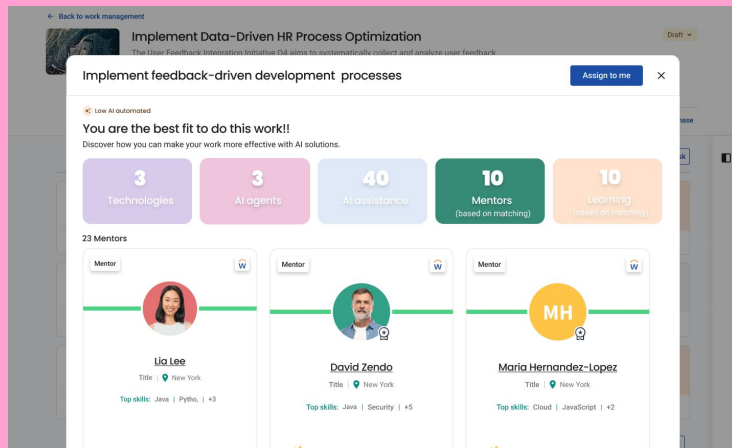
Enhancement
Employees can now easily assign work to AI agents, access guided prompts to make better use of AI tools or get instructions on how to use other available technologies

Predicted Outcome
Greater adoption of AI tools and other technologies
Increased visibility of AI & tech use cases

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'Assign Yourself' Enhancements
Upskill

Pain point
Employees are encouraged to learn in the flow of work but It's hard for them to make a clear link between development opportunities & their day to day work.

Enhancement
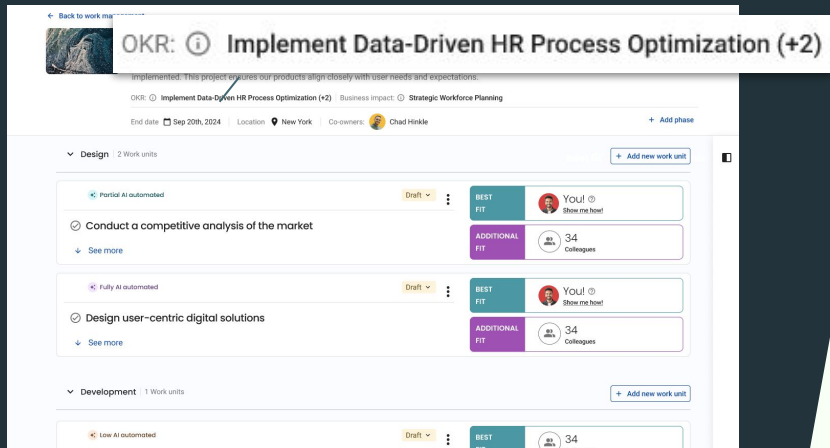Relevant Mentors and Learning courses are shared with employees to help them upskill and deliver tasks themselves

Predicted Outcome
Increased adoption of Mentoring
Increased adoption of Learning Courses

Additional Enhancements
Automatic link to OKRs

Pain point
Employees often struggle to see how their work connects to company goals, and businesses find it difficult to demonstrate the value of projects without clear alignment.
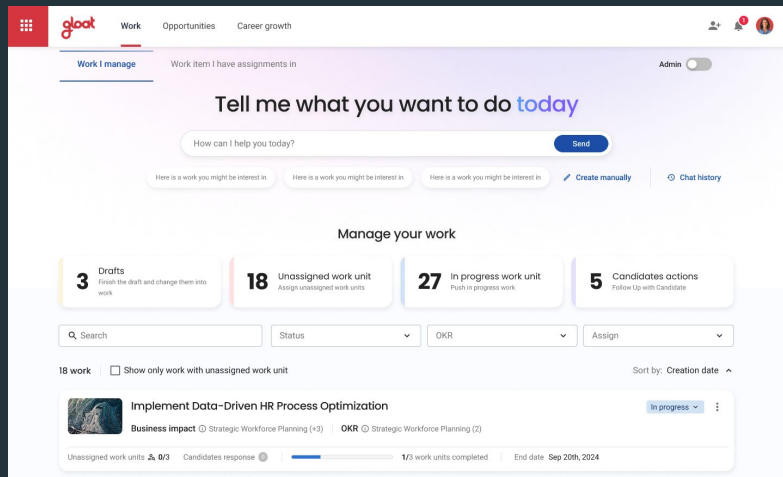
Enhancement
By sharing company OKRs with us, each task posted on Gloat can be automatically linked to the right organizational goal.

Predicted Outcome
Increased visibility of business impact of projects

Additional Enhancements
Summary Page

Pain point
Users often reported it was unclear what happened after a project was assigned – it was hard to track progress

Enhancement
Our new 'Work' page summarises all projects in one place and provides visibility of what tasks have been completed

Predicted Outcome
Increased Visibility of Project Completion Rates

Next steps

Launch toolkit for Projects 2.0

Where to start

Set up on Staging & Test

Use the Tech Guide to set up Mosaic

Decide testing/pilot group and timelines

Understand Change Impact

Review Project Adoption data to understand where/if there will be a change impact

Define Your Use Case

Review Gloat's Vision deck to create a few slides to explain how Mosaic can help your business goals

Communicate to the Business

Identify and target key stakeholders in the business to get their buy in

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Mosaic Launch Toolkit

Vision

Assets to help you pitch Projects 2.0 to the business & explain what's changing & why

Comms & Training

Engagement plan and assets to help launch Projects 2.0

AI Governance

Documentation to support AI Governance reviews

Pre Launch Readiness

A checklist to help you prepare for the launch

Tech Guide

Details on implementation data requirements

Feedback & KPIs

Details on how to provide feedback & how to measure success of launch

What's available to you now

Tech Guide & Test Plan

Launch Checklist

Vision | **Pre Launch Readiness** | **Comms & Training** | **Tech Guide** | **AI Governance**

Vision Deck

Comms Toolkit & Objection Handling Guide

Gloat's AI Guide

© Gloat - Business Proprietary

Next Steps

Confirm Technical Readiness

1. Review Gloat's Tech & Config Guide for Mosaic
2. Test Mosaic in Staging when available
3. Optional: Share data with us on AI tools, OKRs and branding

Book Mosaic Launch Planning Session

1. Book 1-hour session with the Gloat PEM
2. Run through the Launch Toolkit, prioritise next steps and the support required from Gloat team

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thank you