



Buyer's Guide

Choosing a Skills Intelligence Solution

Introduction

In this skills-based world, the demand for specific skills changes faster than ever. The skills shortage has become a critical issue, with companies across various sectors reporting significant gaps in their workforce capabilities. By 2030, more than 85 million jobs could go unfilled because there aren't enough skilled people to take them. Moreover, nearly 4 in 5 employers globally report difficulty finding the skilled talent they need.

At the same time, rapid AI adoption is reshaping talent needs: organizations now require skills to work effectively with generative and agentic AI, and many plan to increase AI investment over the next fiscal year—making AI fluency a priority across roles.

To overcome these challenges, forward-thinking leaders are adopting a skills-first strategy to transform their organizations, ensuring they can adapt quickly to market changes, innovate effectively, and retain top talent. This is where a skills intelligence tool becomes crucial.

This skills intelligence buyer's guide provides a comprehensive approach to selecting the ideal skills technology solution. It outlines how to identify your business requirements, assess your current technology inventory, and key criteria for evaluating potential vendors.



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1.0 Understanding Skills Intelligence

Understanding and managing workforce skills is more critical than ever. Skills intelligence enables organizations to navigate this complex landscape by providing detailed insights into the skills within their workforce and the broader labor market.

What is Skills Intelligence?

Skills intelligence is the process of gathering, analyzing, and applying data related to workforce skills to make informed decisions about talent management and development.



Skills intelligence has 3 key components:



Skills Taxonomy

A structured framework that categorizes and defines the skills required within an organization. This taxonomy serves as a common language for identifying and discussing skills across the company. It helps in standardizing skills data, making it easier to compare and analyze across different departments & roles.



Skills Ontology

This involves creating a detailed map of skills relationships and dependencies. It helps in understanding how different skills interconnect and how they contribute to various roles and tasks.



AI and Machine Learning Integration

The integration of AI and ML in skills intelligence tools allows for the automated analysis of large datasets. These technologies can identify patterns, predict future skills needs, and provide personalized development recommendations at scale. Increasingly, platforms also use agentic AI—AI agents that can autonomously take bounded steps toward goals (e.g., refreshing skills from verified signals, proposing internal matches, sequencing learning)—so recommendations translate into timely outcomes.

What is Agentic AI?

Agentic AI refers to AI systems that can autonomously take actions to achieve specific goals within defined boundaries, rather than just providing recommendations. In skills intelligence, agentic AI agents can automatically:



Update employee skill profiles from verified project data



Match candidates to open roles based on real-time availability



Sequence personalized learning paths and enroll employees



Generate and distribute skills gap reports to managers



74% of CEOs are concerned about the availability of key skills, underscoring the importance of a skills-based approach.

— Talent Trends, PWC

1.2

Current Market Scenario

The skills management software market was valued at approximately \$475 million in 2022. It is projected to grow significantly, reaching around \$872.1 million by 2033. This growth is driven by the increasing focus on workforce optimization and the adoption of AI and machine learning technologies to enhance skill tracking and development programs.

The demand for skills intelligence is growing as organizations and employees both recognize the importance of a skills-first approach in responding to rapid market changes:



- Half of the organizations who expect skill gaps in the years ahead say skill building will be the most effective action for their organizations to take
- Almost half of employees say that having opportunities to learn new skills is a key consideration when it comes to their decision to stay with their employer or leave for another job.

Concurrently, agentic AI is moving from concept to practice: among enterprises already using generative AI, 25% are forecasted to deploy AI agents in 2025 (rising to 50% by 2027), signaling growing demand for platforms that can act—not just analyze.

2.0 Becoming a Skills-First Organization

1.2

What is a Skills-First Organization?



A skills-first approach aims to increase agility, requiring leaders to look beyond resumés and established career paths.

— World Economic Forum

A skills-first organization prioritizes the skills and capabilities of its workforce over traditional metrics such as job titles, degrees, and tenure. This approach involves continuously assessing and developing the skills of employees to align with the organization's strategic goals.

Modern programs increasingly rely on AI to keep skills current, connect people to work quickly, and adapt plans as needs change.





Organizations that embed a skills-first approach are 63% more likely to achieve results than those who have not adopted skills-based practices.

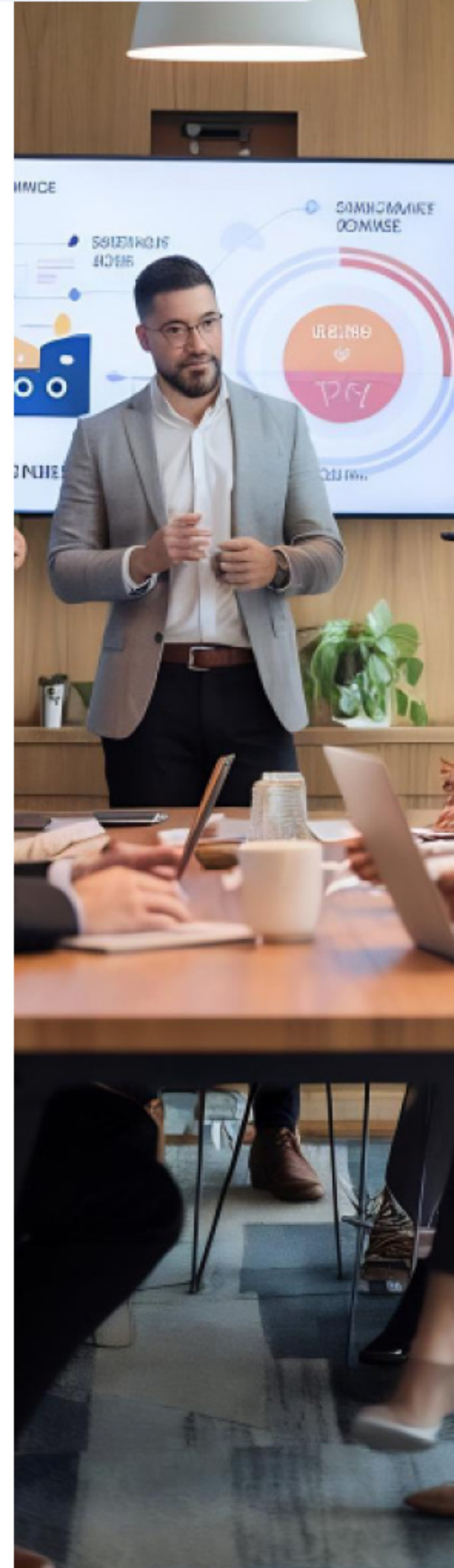
— World Economic Forum

2.2

Are You a Skills-First Organization?

To determine if your organization is adopting a skills-first approach, ask yourself the following questions:

- 01 | **Skills Inventory:** Do we have a comprehensive inventory of the skills possessed by our employees?
- 02 | **Skills Assessment:** Do we regularly assess the skills of our workforce to identify gaps and areas for development?
- 03 | **Learning and Development:** Are our L&D programs aligned with identified skills gaps and future skill needs?
- 04 | **Talent Management:** Do we prioritize skills over traditional job titles and qualifications in our talent management practices?
- 05 | **Career Pathing:** Do we offer personalized career paths and development opportunities based on employees' skills and potential?
- 06 | **Technological Integration:** Are we utilizing advanced technologies like AI and machine learning to enhance our skills management processes?
- 07 | **Data-Driven Decisions:** Do we use data and analytics to inform our skills strategy and workforce planning?
- 08 | **Internal Mobility:** Do we support and promote internal mobility by matching employees to roles and projects based on their skills?
- 09 | **Diversity and Inclusion:** Does our skills strategy contribute to building a diverse and inclusive workforce?
- 10 | **Continuous Improvement:** Are we committed to continuously improving our skills management practices to adapt to changing market needs?



Common Challenges and Solutions in Skills Transformation

Transitioning to a skills-first organization can be highly beneficial, but it also comes with its own set of challenges. Below is a table that outlines the common challenges faced during skills transformation and how implementing a skills intelligence tool can address these challenges.

Common Challenges	How Skills Intelligence Solves Them
Lack of Visibility	Centralized platforms track, analyze, and manage skills data efficiently, providing a comprehensive view of the skills landscape.
Siloed Information	Skills intelligence tools consolidate fragmented data from various departments and systems, creating a unified view of skills.
Technological Integration	Skills intelligence tools integrate with existing IT infrastructure, offering advanced tools to track, analyze, and manage skills data.
Cultural Shift	Promote continuous learning and development through personalized learning paths and skill assessments.
Employee Engagement	Provide clear development opportunities and recognize skill achievements.
Workforce Agility	Use advanced analytics and AI to predict future skill needs, keeping the organization agile and prepared for market changes.
Data-Driven Decisions	Create a comprehensive view of the skills landscape, enabling informed decisions about workforce development and resource allocation.
Strategic Workforce Planning	Integrate data from various HR systems to make informed decisions about workforce planning and development, ensuring the organization can effectively plan for future needs and align its workforce strategy with business goals.
Stale Skill Profiles	Continuously infer and update skills from projects, assessments, and learning completions using agentic AI, keeping data current for staffing and development decisions.

How Skills Intelligence Helps Your Business



Change Management & Stakeholder Buy-In

Rolling out a skills intelligence initiative is as much about people as it is about technology. Success depends on getting leadership aligned and employees engaged.

Key adoption tips



Leadership alignment: Frame skills intelligence as a business transformation, not just an HR project. Link outcomes to revenue growth, efficiency, and resilience.



Employee trust: Be transparent on how skills data will be used. Position it as an enabler of growth, not surveillance.



Start small, expand fast: Pilot with one function or region, gather feedback, and scale. Early wins help build momentum.



Continuous communication: Keep stakeholders updated on progress, insights, and quick wins to sustain buy-in.

Skills Intelligence Adoption Maturity Model & 12–18-Month Roadmap

Rolling out a skills intelligence initiative is as much about people as it is about technology. Success depends on getting leadership aligned and employees engaged.

Stage A Foundational (Months 0–3)

- Stand up **skills data ingestion** (HRIS, ATS, LMS/LXP) and initial inference from profiles/work history.
- Launch a **small internal marketplace or project** staffing pilot in one BU.
- **Exit criteria:** ≥50% of pilot population with inferred skill profiles; first internal fills recorded.

Stage B Foundational (Months 3–6)

- Add **manager dashboards** (team skills, gaps, readiness).
- Map **career paths** for 3–5 critical roles and link to curated learning.
- **Exit criteria:** 10–15% reduction in time-to-staff pilot projects; ≥2 measurable internal moves per 100 employees.

Stage C Scaling (Months 6–12)

- Extend marketplace to more BUs; integrate **availability & booking** for project staffing.
- Introduce **succession planning** for critical roles with skills-based ready lists.
- **Exit criteria:** ≥20% internal fill rate for target roles; usage by >60% managers in scope.

Stage D Advanced (Months 12–18)

- Close the loop with **insight-to-action automations** (e.g., suggest projects, nudge learning, pre-build slates).
- Quarterly **skills portfolio reviews** for workforce planning.
- **Exit criteria:** sustained improvement in utilization, bench productivity, and mobility metrics.

3.0 Evaluating Skills Intelligence Tools

3.1

Assessing Organizational Goals

The first step in evaluating skills intelligence tools is to assess your organizational goals and define the business outcomes you aim to achieve. Understanding your strategic objectives will guide the selection process and ensure that the tool you choose can help you meet these goals.

Checklist

- ✓ Define short-term and long-term goals for skills intelligence.
- ✓ Align these goals with business objectives.
- ✓ Ensure stakeholder agreement on the listed goals and outcomes.

3.2

Reviewing Current Business Challenges

Next, review the current challenges your organization faces in the realm of skills and learning and development (L&D).

Checklist

- ✓ Identify critical skills gaps within the organization.
- ✓ Evaluate the effectiveness of current L&D programs.
- ✓ Assess employee engagement with training and development initiatives.
- ✓ Gather feedback from employees and managers on current skills challenges.



3.3

Assessing Your Current Skills-Related Tools

If your organization is already using tools related to skills management, it's essential to assess their effectiveness. This evaluation will help determine whether you need a new tool or if your existing tools can be optimized to meet your needs.

Checklist



List the current skills-related tools in use.



Evaluate the features and performance of these tools.



Assess integration capabilities with other systems.



Gather user feedback on the current tools' usability and effectiveness.



4.0 What to Expect from a Skills Intelligence Tool?

A modern skills intelligence platform should do more than track skills. It should connect data, people, and business outcomes. Look for tools that deliver:

- **Single skills foundation:** One consistent taxonomy across HR, learning, and workforce systems.
- **AI & automation:** Smart matching, forecasting, and recommendations powered by machine learning and generative AI.
- **Real-time insights:** Dashboards that connect skills data to workforce planning, staffing, and mobility.
- **Employee empowerment:** Personalized career paths, upskilling suggestions, and learning nudges.
- **Manager visibility:** Team-level skills views to plan, coach, and allocate effectively.
- **Mobility & development:** Tools that support internal mobility, fair opportunities, and L&D alignment.
- **Compliance & governance:** Responsible AI use, explainability, and data security built in.
- **Scalability:** Ability to flex from hundreds to hundreds of thousands of employees.
- **Analytics:** Strong reporting for leadership, HR, and compliance needs.
- **Ecosystem fit:** Seamless integrations with HRIS, LMS, ATS, and collaboration tools.



Does it offer a single source of skills foundation?

Benefits:

- ✓ Simplified data management with a single source of truth for skills data.
- ✓ Reduced costs and technical complexity by avoiding multiple integrations.
- ✓ Enhanced data accuracy and reliability.

Questions to Ask Vendors

- How does your tool integrate with our existing HR and L&D systems?
- Can the tool function as a standalone platform for all our skills data?
- What are the costs associated with integrations, if any?

Does it have machine learning and agentic AI built into the core?

Benefits:

- ✓ Enhanced predictive analytics for future skills needs
- ✓ Improved accuracy in identifying skills gaps and development opportunities
- ✓ Personalized recommendations based on employee data and behaviors
- ✓ Automated actions through AI agents that can update profiles, suggest matches, and execute routine tasks within governed boundaries
- ✓ Reduced manual handoffs and faster decision-making through autonomous skill profile updates

Questions to Ask Vendors

- How is machine learning integrated into your tool's core functionality?
- Can you provide examples of how ML has improved outcomes for other clients?
- What agentic AI capabilities does your platform offer, and which actions can agents perform autonomously versus requiring approval?
- How do your AI agents adapt to changing inputs like employee availability, project demands, or organizational constraints?
- What governance controls exist to ensure AI agents operate within appropriate boundaries?



Does it provide real-time actionable insights with automated execution?

Benefits:

- ✓ Timely identification of skills gaps and immediate action to address them
- ✓ Enhanced decision-making with up-to-date information
- ✓ Proactive workforce planning and development
- ✓ AI agents that can automatically act on insights, such as updating skill profiles from completed projects or notifying managers of critical gaps

Questions to Ask Vendors

- How does the tool provide real-time insights into skills and gaps?
- Can we customize the dashboards and reports for real-time monitoring?
- How frequently is the data updated, and what sources are used?
- Which insights can trigger automated actions through AI agents, and which require human approval?
- How do AI agents ensure data accuracy when automatically updating profiles from project completions or assessments?

Does it support career paths personalized for employees?

Benefits:

- ✓ Personalized career development plans for employees.
- ✓ Increased employee engagement and retention through clear growth opportunities.
- ✓ Alignment of individual career goals with organizational needs.

Questions to Ask Vendors

- How does the tool personalize career paths for employees?
- What role does ML play in generating career recommendations?
- Can employees access and navigate their career paths easily through the platform?

Can managers see which skills their team has and which skills are needed?

Benefits:

- ✓ Better alignment of team capabilities with business goals.
- ✓ Identification of training and development needs.
- ✓ Improved resource allocation and team performance.

Questions to Ask Vendors

- How does the tool provide visibility into team skills?
- Can managers generate reports on skills alignment with business objectives?
- What analytics are available to support team management decisions?

Does it have internal mobility features?

Benefits:

- ✓ Reduced hiring costs through internal talent mobility.
- ✓ Enhanced employee satisfaction and retention.
- ✓ Optimal utilization of internal talent for various roles and projects.

Questions to Ask Vendors

- What specific internal mobility features does the tool offer?
- How does the tool support internal job applications and transfers?
- Can we track and measure the success of internal mobility initiatives?

Does it promote learning and development (L&D)?

Benefits:

- ✓ Enhanced employee skills through targeted L&D programs.
- ✓ Improved alignment of training initiatives with organizational goals.
- ✓ Continuous skill development and adaptability.

Questions to Ask Vendors

- How does the tool identify and recommend L&D opportunities?
- Can we customize L&D plans for individual employees?
- How does the tool track and report on training progress and outcomes?

Does it ensure AI compliance?

Benefits:

- ✓ Compliance with ethical standards and regulations.
- ✓ Increased trust in the AI-driven insights provided by the tool.
- ✓ Reduced risk of legal and reputational issues.

Questions to Ask Vendors

- What measures are in place to ensure AI compliance?
- How does the tool handle data privacy and protection?
- Are there any certifications or audits that verify AI compliance?

Is it personalized, scalable, and customizable?

Benefits:

- ✓ Tailored solutions that meet specific organizational needs.
- ✓ Scalability to accommodate growth and increasing data volumes.
- ✓ Customization to adapt features and functionalities as needed.

Questions to Ask Vendors

- How customizable is the tool to fit our specific needs?
- Can the tool scale with our organizational growth?
- What levels of personalization are available for users?

Does it provide robust reporting and analytics?

Benefits:

- ✓ Detailed insights into skills data and trends.
- ✓ Informed decision-making through comprehensive analytics.
- ✓ Ability to track progress and measure the impact of skills initiatives.

Questions to Ask Vendors

- What types of reports and analytics are available?
- Can we customize reports to meet our needs?
- How does the tool visualize data to support decision-making?

Does it fit your ecosystem and enable insight-to-action?

Benefits:

- ✓ Turns skills insight into action by connecting with talent marketplace/ internal mobility, project staffing, L&D, HRIS/ATS—so matches, bookings, and learning updates flow automatically.
- ✓ Improves utilization and time-to-staff by combining skills + availability + booking for projects and gigs.
- ✓ Keeps profiles current as work gets done (projects, completions, assessments), increasing accuracy for future matches.

Questions to Ask Vendors

- Which systems do you integrate with natively (HRIS, ATS, LMS/LXP, resource/ booking, collaboration)? What's two-way vs. one-way?
- Show a live flow: new project request → skills-based slate → booked resource → profile updated on completion. What's the typical sync latency/SLA?
- How do you infer and refresh skills from work signals (project outcomes, bookings, learning completions), not just self-declarations?
- Can managers see team skills, gaps, and ready lists inside the tools they already use (e.g., resource management, performance, or project systems)?
- Do you support event-driven/webhook patterns to keep skills, availability, and assignments in near real time?



5.0 Vendor Evaluation Criteria

Evaluating vendors for skills intelligence tools requires a thorough approach to ensure the solution meets your organization's needs and delivers long-term value. Consider the following key categories and use the detailed checklist of questions for each area.

Vendor Experience and Industry Focus

The relevance of vendor experience and industry focus must be balanced. Vendors with a strong background in skills management and skills intelligence are more likely to understand the unique challenges and opportunities within your industry. This experience can translate into better support, more effective solutions, and a smoother implementation process.



Questions Checklist

- How long has the vendor been providing skills management solutions?
- What experience does the vendor have with organizations similar to ours?
- Can the vendor provide case studies or references from similar industries?
- What industry-specific features or functionalities does the tool offer?
- Does the vendor participate in industry conferences or forums?
- Can the vendor demonstrate a deep understanding of the challenges faced by our industry?
- How does the vendor's industry experience translate into better support and implementation success?

Skills Taxonomy: Standard vs. Custom

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Questions Checklist

- Does your platform support both standard and custom skill taxonomies?
- Can we tailor skill categories, levels, and attributes to match our internal structure?
- How easy is it to update the taxonomy as our business or roles evolve?
- Can the platform map our internal taxonomy to external standards if needed?

Customer Community and Feedback

A strong customer community and active feedback mechanisms are crucial for the continuous improvement of a skills intelligence tool.



Questions Checklist

- How does the vendor facilitate community engagement and feedback?
- How does the vendor incorporate customer feedback into product updates?
- Are there regular user group meetings or conferences?
- Does the vendor provide a roadmap based on customer input?
- What is the process for submitting and tracking feature requests?
- Are customer-submitted features included in major updates?
- How does the vendor communicate updates and changes to the community?



Deployment and Support Model

The deployment and support model of a skills intelligence tool is critical for ensuring smooth implementation and ongoing usability. Evaluate the vendor's track record, support structure, and deployment methodology to ensure it aligns with your needs.



Questions Checklist



- How many implementations have you successfully completed to date?
- What is your track record for on-time and on-budget deployments?
- How long will the implementation typically take?
- How many individuals will be on my implementation project team and what are their roles?
- What support services are included during and after deployment?
- How do you handle potential delays and how can we avoid them?
- Can we phase the implementation or do we need to turn everything on at once?
- What training and resources are provided to ensure successful adoption?
- How do you ensure consistency and quality in deployment?

Skills Strategy and Deployment Services

Skills-specific deployment services ensure that the tool is configured to meet your organization's unique needs.



Questions Checklist



- What skills-specific deployment services do you offer?
- Can you provide examples of successful workforce transformations facilitated by your tool?
- How do you support the configuration of functionality and reporting?
- How do you ensure the tool frees up technical resources for more strategic work?
- Do you offer post-deployment support for continuous improvement?
- How do you handle changes and updates to the skills management strategy?

Integrations

The ability to integrate with existing systems is crucial for the seamless operation of a skills intelligence tool.



Questions Checklist



- What applications have you successfully integrated with?
- Are these integrations one-directional or two-directional?
- How do you ensure your integrations are secure?

Availability and Support

Ensuring that your vendor provides effective customer support and comprehensive training programs is essential for maximizing the value of a skills intelligence tool. Here are some considerations and a checklist to evaluate the vendor's general availability and expertise.



Questions Checklist



- Does the vendor provide dedicated customer support personnel?
- How experienced and knowledgeable is the support team?
- What are the operating hours for support, and do they cover multiple time zones?
- What is the typical response time for support requests?
- How does the vendor handle urgent or emergency support situations?

Business Impact

After implementation, it's crucial to measure the tool's effectiveness and ensure continuous improvement. Evaluating post-implementation business impact helps to assess whether the tool meets its intended goals and provides actionable insights for further enhancement.



Questions Checklist

- What key performance indicators (KPIs) will we use to measure success?
- How frequently will we review and update our metrics?
- What processes are in place for continuous monitoring and evaluation?
- How do we gather and incorporate user feedback post-implementation?
- What is the process for requesting and implementing new features post-implementation?
- How do we measure the return on investment (ROI) of the tool?
- Are there regular check-ins or reviews with the vendor to discuss performance and improvements?

Proof Pack: Artifacts to request before you decide

After implementation, it's crucial to measure the tool's effectiveness and ensure continuous improvement. Evaluating post-implementation business impact helps to assess whether the tool meets its intended goals and provides actionable insights for further enhancement.



Questions Checklist

- End-to-end demo: One recorded walkthrough of insight-to-action (e.g., project request → skills slate → booked resource → profile/skills auto-update), plus an integration diagram showing data flows and triggers.
- Integration evidence: List of certified connectors (HRIS/ATS/LMS/resource management), data directions (1- or 2-way), and sync SLAs (latency, failure handling).
- Skills freshness: Documentation on how skills are inferred and refreshed from work signals (projects, assessments, learning) and the cadence for updates.
- Adoption & impact: Before/after metrics from comparable customers (time-to-staff, internal fill rate, utilization, mobility, learning uptake) and a sample KPI dashboard.
- Manager experience: Screens or sandbox access for team-skills views, gap analysis, succession/ready lists, and how these surface inside managers' daily tools.

6.0 Conclusion

As organizations face economic pressures, technological advancements, and shifts in hiring activities, effectively managing and developing workforce skills is more critical than ever. Embracing skills intelligence solutions is essential for staying competitive and agile, unlocking workforce potential, and fostering continuous learning.

7. Prismforce's Skills Intelligence Platform: SkillPrism

SkillPrism is Prismforce's AI-led, end-to-end skill management system designed to increase skill coverage, enhance internal fulfillment, and reduce the time to fill roles. By consolidating employee skill data and providing a 360-degree view of skills and competencies, SkillPrism empowers organizations to make informed workforce planning and development decisions.



Key Features



Comprehensive Skill Taxonomy

- 15+ configurable attributes for each skill (e.g., proficiency, recency, primary tag).
- Specializations for price premiumization.



Holistic Team View

- 360-degree profiles.
- Market intelligence on skills and skill clusters.



Advanced Analytics

- 30+ actionable dashboards and reports.
- Live sales dashboard for proposals.
- Resume builder with one-click download.



Employee Engagement Tools

- Support for internal job postings.
- Tools to match employees with internal opportunities based on their skills.



SkillPrism AI Agent

- Type what you need in simple words (e.g., “Find 3 React developers for next month”), then narrow by team, business unit, or dates.
- Get quick profiles with skills, experience, and availability.
- Share resumes in one click and copy details into proposals; secure, role-based access.



Personalized Career Paths

- Tailored career progression paths.
- Recommendations for upskilling and reskilling.

Benefits:



Enhanced Reporting and Decision-Making

- Faster and more accurate insights for better decision-making.



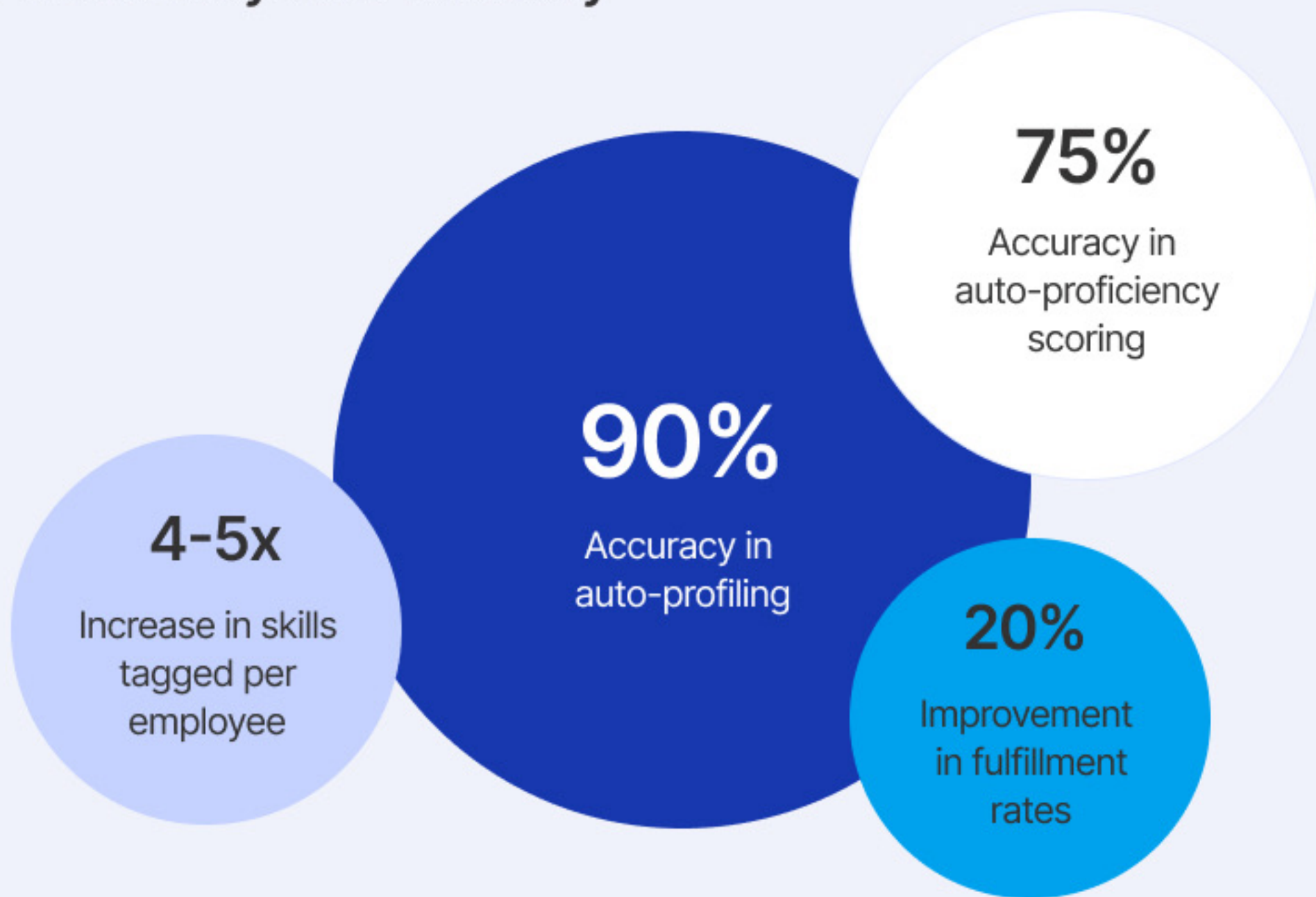
Improved Skill Management :

- Accurate and reliable skill inventories.
- Higher adoption and engagement through personalized learning paths.





Increased Productivity and Efficiency



In need of a skills intelligence platform?

Book a session with our experts to explore how Prismforce can empower you to become a skills-first organization.

[Talk to An Expert](#)