Numly™

MOST PROMISING
TECH STARTUPS 2020

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The annual listing of 100 companies that are at the forefront of providing Tech Startup solutions and transforming businesses

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Talent Retention and Performance Optimization aka Employee Engagement, enabled by AI

Customer acquisition and retention is a no-brainer for any business, but talent retention has been tricky. While businesses make much effort to engage with the customers, employee engagement is limited to, at best, a survey rolled out every month or the big Annual Engagement Survey. Not to be missed are the mandatory e-learning modules every employee has to complete for Compliance needs.

"With changing times and newer challenges due to remote working and distributed teams, organizations are looking to ramp up their eLearning initiatives to keep the wheels turning on their training and skill development initiatives," says Madhukar Govindaraju, Founder and CEO, Numly. Though businesses have always relied on measuring hard skills using the Learning Management System, soft skills fall into a different category altogether. They are the hardest to learn and very difficult to measure.

In 2018, Govindaraju's team conducted an extensive researchby surveying 18,500+ professionals across different industries and career stagesto gather data around what skills mattered the most for an employee's career growth, and this became the basis of Numly's AI-enabled Networking and Internal Coaching platform - NumlyEngage™. Based on the data gathered through this research, Numly identified the set of hard and soft skills that are critical for nurturing leaders and has designed tailored coaching programs to develop and refine employee skills in an iterative and continuous process.

NumlyEngage™ Enterprise has a comprehensive catalogue of over 185 soft and 225 hard skills, intended to develop core functional competencies like Sales, Inside Sales, Customer Success or Research and Development. The platform's AI and Machine Learning algorithms study user behaviors across the entire organization and tailor specific learning and coaching recommendations via nurtured actions.

The secure and privacy-first, cloud based platform, gathers rich data and analytics about employees to construct profiles that are used to highlight weaknesses, strengths, and areas of growth so that employees can be connected with skill development coaches, within

Madhukar Govindaraju

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the organization. Its AI-bot 'Bobot™' makes contextual recommendations about the direction of coaching tailored to specific employees.

Organizations get to benefit from deep engagement insights made available via actionable global dashboards and rich analytics powered by Machine Learning. "We want to enable People Managers at all levels with the accurate insights on placing the right talent at the right place," adds Shalini Ramakrishnan, Director of Product Marketing, Numly. Organizations get to identify and methodically nurture high-potential talent using the skill dashboards while also gaining actionable insights from attrition and performance management analytics.

Aligning with the year 2020's motto of transformation, Numly hopes that the new way of employee engagement is likely to bring a cultural transformation pivoted around data and analytics. Moreover, the role of the manager will see a shift where they would be empowered to help their team grow based on Skill-level and Engagement Analytics, and not just based only on top-down cascaded Goals and OKR's. An employee's performance will be measured by a host of coaches and not just one manager's evaluation.

Privacy of employee's ratings by various coaches is taken care of by Numly. None of the interactions between the coach and Jedi are shared with respective managers or HR managers, unless the employee is willing to disclose it. NumlyEngage's AI-enabled, Coaching/Engagement programs are designed to enable coaching interactions to take place alongside regular work processes, without adding to the on-hand assignments.

"AI is no panacea to addressing employee engagement challenges, but it can help managers lead their teams better. AI completes the human touch, and everybody wins in this process. HR teams can adopt AI to identify and retain top talent, grow the next generation of leaders, drive productivity and effectively compete in the future of work.We want to create very strongly connected networks of people within companies, where they leverage their skills and coach each other to help them get to a better place," says Govindaraju. CR