



Ocrato

SkillSchema.com



Case Study: SkillSchema and Ocrato

Managing Emerging Skills

Ocrato – Optical Character Recognition (OCR) Specialists

Ocrato's mission is to help organizations reduce costs and boost productivity by providing cutting-edge de-duplication, image compression, and file archiving tools. The Ocrato suite of products helps companies identify duplicate, obsolete, and non-searchable files and then ensures that they are compressed, de-duplicated, archived, and made fully searchable.

Ocrato has its headquarters in the UK and has been expanding rapidly. Recent growth and customer success means that the company now needs to focus on employees and their capabilities so that the entire workforce can work as a coherent, efficient team.

You can learn more about Ocrato at <https://www.ocrato.com>.

Executive Summary

To help Ocrato manage the emerging skills and capabilities needed for continued growth, the consultants at SkillSchema:

15 Consolidated Roles

200+ Emerging Skills

800+ Skill Mappings

Less than Three Weeks

- Consolidated occupations into 15 easy-to-define roles, each of which maps to customer-facing activities, engineering disciplines, or operations management.
- Provided authoritative descriptions for each role.
- Created more than 200 definitions of emerging skills – each with their own canonical description.
- Created more than 800 mappings between roles and their skills – along with the relevance of each skill to the role, and whether it is a required or a 'nice-to-have' skill.
- Completed the entire project in less than three weeks.



SkillSchema really took the time to understand that our business is reliant on deep, complex, emerging skills. The depth and breadth of roles and skills provided by SkillSchema is amazing! And the speed at which we built an entire skills-management framework was much quicker than I had anticipated!

CEO, Ocrato



Challenges

The major challenge facing Ocrato was that their technically complex products require a very skilled set of employees in all areas of the business. Software engineers need to master cutting-edge and emerging technical skills, while sales, marketing, and customer support professionals need to be able to translate those very complex concepts into language that customers understand. Before working with SkillSchema, Ocrato was documenting employee skills and capabilities in multiple Excel spreadsheets. Team managers were required to keep these spreadsheets up to date with the skill assignments for each employee who reported to them. This approach was not working as the company grew. Additionally, such an approach was seen as only being useful for the Human Resources department – it risked becoming a silo with little value being added to company strategy or to the development of employees.

Furthermore, using multiple spreadsheets makes it very difficult for the HR professionals to see a holistic view of their workforce capabilities, and does not enable skills data to be used in training programs, cross-skilling initiatives, recruitment efforts, or succession planning programs.

With recent growth, Ocrato recognized that it needed a better approach to managing the skills of their employees. Having built an efficient and motivated workforce, they realized that skills should not be siloed in the HR department but should be exposed to all employees who, understandably, want input into managing their own career paths. Therefore, the overall aims of working with SkillSchema were:

- To consolidate the job definitions into a clean, manageable list of roles.
- To enhance each role definition with an authoritative description.
- To define (in depth) the skills associated with each role, including relevance metrics and required/optional attributes.
- To enable employees to browse the skills framework, claim skills they already have, and set career goals for skills they are working towards.
- To provide this access to employees where they perform their daily work – in Office 365, rather than in what might be perceived to be ‘an HR system’.
- To provide rich analytics for the Human Resources department and executives so that they can:
 - See skill gaps and create skills-based training programs
 - Manage succession planning
 - Manage up-skilling and cross-skilling programs
 - Streamline onboarding

Consolidate Roles
Define Emerging Skills
Map Skills to Roles
Enable Access in Microsoft Teams
Analyze Talent Metrics
Create Skills-Based Initiatives

How We Helped

To help Ocrato manage the skills and capabilities of their workforce, SkillSchema performed the following actions:

15 Consolidated Roles

200+ Emerging Skills

800+ Skill Mappings

Microsoft Teams App

Analytics and
Management Platform

Less than Three Weeks

- Consolidated occupations from the various locales into a canonical list of 15 roles.
- Provided authoritative descriptions for each role.
- Defined 200 distinct emerging skills – each with their own canonical description.
- Created more than 800 mappings between roles and their skills – along with the relevance of each skill to the role, and whether it is a required or a ‘nice-to-have’ skill.
- Provided a Microsoft Teams app where employees can browse the roles/skills at Ocrato, and where they can claim skills and set skill-based goals to further their careers.
- Provided a rich analytics and management platform.
- Provided training to the Ocrato’s HR Professionals so that they can self-manage skill definitions and workforce analytics into the future.
- Completed the entire project in less than three weeks.



We were delighted to help Ocrato build their skills framework from our huge, holistic dataset. What would normally take many months of effort and incur significant fees from expensive management consultants took us just three weeks!

Martin Harwar
CEO and Founder, SkillSchema



All these actions were performed on the SkillSchema platform – the largest skills framework ever created! Learn more at <https://skillschema.com> and see the product in action at <https://skillschema.com/showcase.aspx>

Results and What’s Next for Ocrato?

One of the main advantages of working with SkillSchema is that the customer is left with a rich skills management platform. This enables them to manage their roles/skills as their business evolves and grows.

At Ocrato, skills data has now moved out of multiple Excel spreadsheets, and is accessible by all the motivated and skilled employees in the company. Skills are no longer siloed in the HR department, but are an integral part of each employee’s day in Microsoft Teams and Office 365. The management at Ocrato still have control of the actual role & skill definitions and can ensure they adapt that data as the company grows.

Furthermore, the leadership team is now in a position where it can easily analyze skill gaps, see a holistic view of their workforce capabilities, and enable skills data to be used in training programs, cross-skilling initiatives, recruitment efforts, and succession planning programs.