



# Employment Services Customer Success Stories

**Powering Innovation**



**Software  
that matters**

# Public Employment - Success Stories



## Perkeso, Malaysia

- Perkeso, the Malaysian Public Employment Service, faces several challenges, some arising from the COVID-19 pandemic. Like many countries, Malaysia has a widening gap between demand and labor supply characterized by long-term unemployment, low education & skills, and youth unemployment. It is estimated that more than half of all current jobs in Malaysia are at high risk of being affected by automation in the next one to two decades. Four out of five of these jobs are semi-skilled. The government urgently needed to decrease social security costs through job brokerage, re/upskilling, and better labor market info. As part of the solution, Perkeso's Return-to-Work program required an effective job search and match platform.
- WCC's customizable Employment Platform Portals offered the solution. In 2020, we delivered the **MYfuturejobs** portal, finely tuned for the Malaysian economy. Launched in June 2020, it performs powerful job brokerage, identifies and highlights skills gaps, and provides up-to-date and reliable labor market data to formulate Active Labor Market Policies. Perkeso has also been using the platform to administer the government's COVID-19 economic recovery package, including wage subsidies and income replacement for workers who lost their jobs. In addition, the program covers employee retention and placement services, including counseling and vocational guidance.
- The **MYfuturejobs** portal has enabled Perkeso to enhance its core services significantly. Since it was first used in January 2020, more than 600,000 jobseekers have registered, together with some 197,000 active employers. In a single month, nearly 260,000 employers applied to participate in the wage subsidy program—an extraordinarily successful introduction.



## VDAB, Belgium

- VDAB is a leading business partner with the Belgian Public Employment Service, increasing the chance of success for jobseekers and employers alike since 2003. Job matching is a crucial feature of their services. They need to offer matching strategies that can be easily aligned and rapidly adjusted to jobseekers' needs within different target groups.
- VDAB has integrated WCC's ELISE Smart & Search Platform with its case management system. By introducing WCC competence-based matching strategies and refining these monthly, we enabled VDAB to improve the quality of job matching results significantly. Our software enhances job matching and candidate searching, delivering detailed results and instant insights into the talent pool's quality.
- By improving the quality of the job matching results, customer satisfaction grew markedly. As a result, business partners now prioritize and prefer jobseekers offered to them by VDAB.



## Arbeitsmarktservice (AMS), Austria

- To optimize the core services that it provides to support caseworkers, employers, and jobseekers, the Austrian Public Employment Service needed to modernize its employment platform. At the same time, AMS wanted to introduce skill-based matching to help jobseekers find more sustainable jobs.
- WCC's Employment Platform Portals offer all the functionality needed to support the core services provided by Public Employment Services. With support from WCC consultants, AMS staff tested a prototype application using WCC's off-the-shelf Employment Platform modules in their Match Lab.
- Having gained experience working with WCC Employment Platform modules, AMS concluded that their caseworkers could deliver better services and results with less manual work and fewer mistakes. In turn, they were making cost savings while also improving the quality of service.



### **UWV, the Netherlands**

- UWV, the Dutch Public Employment Service, has been a WCC customer since 1997. UWV wished to further improve the jobseeker user experience by adding auto-suggestion functionality to the search experience. In a fast-moving world, they also needed to react more quickly to labor market changes without requiring time-consuming system updates.
- WCC supplied our AI-based Contextual Search tool with expert control to meet both these challenges. Labor market terms are incorporated into the UWV job search portal to present precise and personalized suggestions to the jobseekers.
- Incorporating actual labor market terms to the search has improved the effectiveness of UWV's job search function. Our contextual search solution led to efficient job matching and an increase in successful, sustainable placements. As a result, UWV's customer satisfaction has increased.



### **Pôle Emploi, France**

- Pôle Emploi, the French Public Employment Service, is responsible for finding employment for several million active jobseekers. Their systems request hundreds of job matches per second during peak periods and serve several hundred thousand page views each day. These workloads require flexible, scalable technology, all of which must meet the French government's stringent quality and uptime metrics.
- WCC's ELISE Search & Match Platform bi-directionally matches jobseekers with employers and factors in labor market knowledge and insights to further enhance the results. Value-based matching results in smarter, better fitting, and more sustainable matches between jobseekers and employers.
- Each year, WCC's Employment Platform successfully handles billions of matches. At the same time, it meets the quality and uptime metrics mandated by the government, ensuring a successful deployment even under the most demanding of workloads.



### **Bundesagentur für Arbeit (BA), Germany**

- Germany's Public Employment Service, Bundesagentur für Arbeit, had two main areas of concern in deploying a web-based job portal. Firstly, safeguarding data security and privacy. And secondly, lowering the cost of development, testing, and production hardware.
- WCC's ELISE Search & Match Platform successfully addresses both these issues. The platform's reliable performance enables BA to process and share high traffic volumes of data each day. Furthermore, our software encrypts data to ensure that confidential details are secure. ELISE's flexible infrastructure and virtualization using Docker containers make it easy to scale to meet demand, keeping hardware costs to a minimum.
- By using WCC's ELISE Search & Match Platform, BA can improve the security of their data, protect the privacy of users, and at the same time reduce hardware costs.



### **JobsPlus, Malta**

- Although Malta is one of the smallest countries in the EU, its Public Employment Service, JobsPlus, wished to provide the same quality and range of core services found in larger countries. However, Malta's limited budget meant that a custom-built system with superior job matching capabilities would be too expensive.
- WCC helped develop a new SaaS (Matching-as-a-Service) using its ELISE Smart Search & Match Platform. Through cooperation with the Belgian PES VDAB, jobseeker data entered into the JobsPlus portal is sent to VDAB's IT center in Belgium. A separately configured partition of VDAB's employment platform then matches jobseeker data with potential jobs in Malta and returns the results to JobsPlus.
- WCC's SaaS solution affords JobsPlus an advanced job matching solution to support Malta's sustainable development goals, with low investment and maintenance costs. The successful adoption of a SaaS approach has paved the way for other smaller Public Employment Services to follow Malta's example.



### **Workforce West Virginia, USA**

- Workforce West Virginia (WWV) is one of the smallest Public Employment agencies in the USA. Despite limited budgets and a subsequent cut in caseworker headcount, economic pressures mean that they face increasingly high demands for workforce development services. The challenge was to find a low-cost solution capable of improving WWV's job matching results and efficiency.
- With its advanced technology and excellent track record, WCC's ELISE Smart Search & Match Platform ticks all the boxes. It provides fast search functionality, unique Bi-directional matching capabilities based on skills, competencies, education, or background, as well as user-friendly interfaces and reliable performance.
- Caseworkers can match jobseekers to suitable vacancies far more rapidly and effectively than before. Even with a 33% cut in caseworkers, WWV could handle the same number of cases as previously. Overall efficiency has risen, and user satisfaction has increased significantly.
- Caseworkers spend 35% less time on matching candidates to appropriate vacancies, increasing their capacity by a factor of 1.5.
- Information requests from the operational level are answered twice as fast as before.
- It takes 40% less time to extract labor market information from the system.

# Staffing - Success Stories



## **Randstad, the Netherlands**

- The Randstad organization in the Netherlands sought a solution that would help their consultants broaden searches for suitable candidates while maintaining access to legacy databases.
- WCC's ELISE Smart Search & Match Platform provides the answer to enhancing Randstad's job search functionality. It provides ranked and meaningful match results to fill job openings successfully. Match results appear in a fraction of a second, regardless of the search criteria, the database size, or even the number of source databases.
- The time and effort Randstad consultants need to match candidates to vacancies has reduced significantly. What's more, they now have accurate insights into jobseekers registered at any of their international office locations.



## **Robert Half, USA**

- In the competitive world of commercial employment services, private agencies must quickly and efficiently match jobseekers to vacancies to stay in business. Robert Half recruitment consultants aim to find clients the best candidates as fast as possible, and differentiate themselves from other agencies. However, recruiters lacked adequate knowledge, valuable insights, and support when selecting candidates.
- WCC's high-performance cloud-based ELISE Smart & Search & Match Platform provided the solution. It delivers meaningful, ranked results in less than a second, regardless of the search criteria or database size. It connects smoothly and securely with Robert Half's Salesforce.com application.
- Robert Half now finds and matches candidates faster and more efficiently than any other staffing agency. It also has the flexibility to configure their matching models as desired to include AI insights.



## **iProfile, Australia**

- To remain competitive and work efficiently, recruiting services such as iProfile must continuously update their candidate databases. However, this is both costly and time-consuming.
- WCC's ELISE Smart Search & Match Platform provides iProfile with the tools needed to help their agencies significantly improve their performance. Our powerful matching solution can match data derived from multiple sources, combining them to update candidate profiles and remove duplicates.
- The WCC ELISE Smart Search & Match Platform delivers accurate and up-to-date candidate intelligence. As a result, iProfile clients need less expensive job board advertising while still reaching up to 90% of the available candidates on the market.



# About WCC

A leading advanced solutions provider for Public & Private Employment Services and ID/Security government agencies, and Enterprises. Built on its unique search & match platform, WCC software solutions see 1/3 billion people every day, enabling organizations to seamlessly capture, generate, and analyze big data from multiple sources gaining valuable insights paramount to effective decision-making.

Our team of professional services experts provides exceptional support and consulting, allowing our customers to maximize their investment.

For more information, visit [www.wcc-group.com](http://www.wcc-group.com).



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