

# WCC Software Solutions for Public Employment Services



13 August 2020

**Software  
that matters**



# Agenda

- 01 WCC Group Company & Customers
- 02 WCC for Public Employment Services
- 03 The Role of Public Employment Services
- 04 Challenges in PES by Stakeholder
- 05 WCC Use Cases in PES
- 06 WCC Software Solutions for PES



01

# WCC Group

## Company & Customers



WCC Group is a leading provider of advanced solutions for Public & Private Employment Services and ID/Security government agencies.

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.





## WCC GROUP TWO DOMAINS, ONE GOAL



WCC enables Public and Private Employment Services to match people with suitable and sustainable jobs fast.



## WCC GROUP TWO DOMAINS, ONE GOAL



WCC enables governments to manage large volumes of identity data to protect borders and citizens as well as provide legal identity for all.



WCC software sees **1/3 BILLION** people every day

Registered **1 BILLION** since 2010

# WCC GROUP GLOBAL PRESENCE

## Staffing



## Public Employment Services



## Border & Law Enforcement



## Civil ID & Person Identification



## Interoperability





02

## WCC for Public Employment Services

# OVER TWO CENTURIES' EXPERIENCE IN PES EXPERTISE MAKES THE DIFFERENCE



Navin Bikha  
*Project Manager*



Paris Prevezas  
*Business Consultant*



Marc Drees  
*User Experience Expert*



Marcel Bakker  
*Labor Market Expert*



Luc Gezels  
*Business Consultant*



Iris Aden  
*Technical Consultant*



Joost Wellen  
*VP Development*



Rintse van der Werf  
*VP Employment*



Frank Sijbers  
*Labor Market Expert*



Sneha Divakar  
*Sr. Product Manager*



Nabil El Ouali  
*Technical Consultant*



Robert Arends  
*Business/information Analyst*



Ilias El Hazoui  
*Functional Consultant*



Josef Piri  
*Technical Consultant*



Stefani Lefferova  
*Business Consultant*



Alexander Hogenboom  
*Data Science Expert*



Julius de Zeeuw  
*Sr. Occupational Expert*



Jorge Medina Fuentes  
*Big Data Scientist*

**183 Million**

jobseekers  
registered  
since 2010

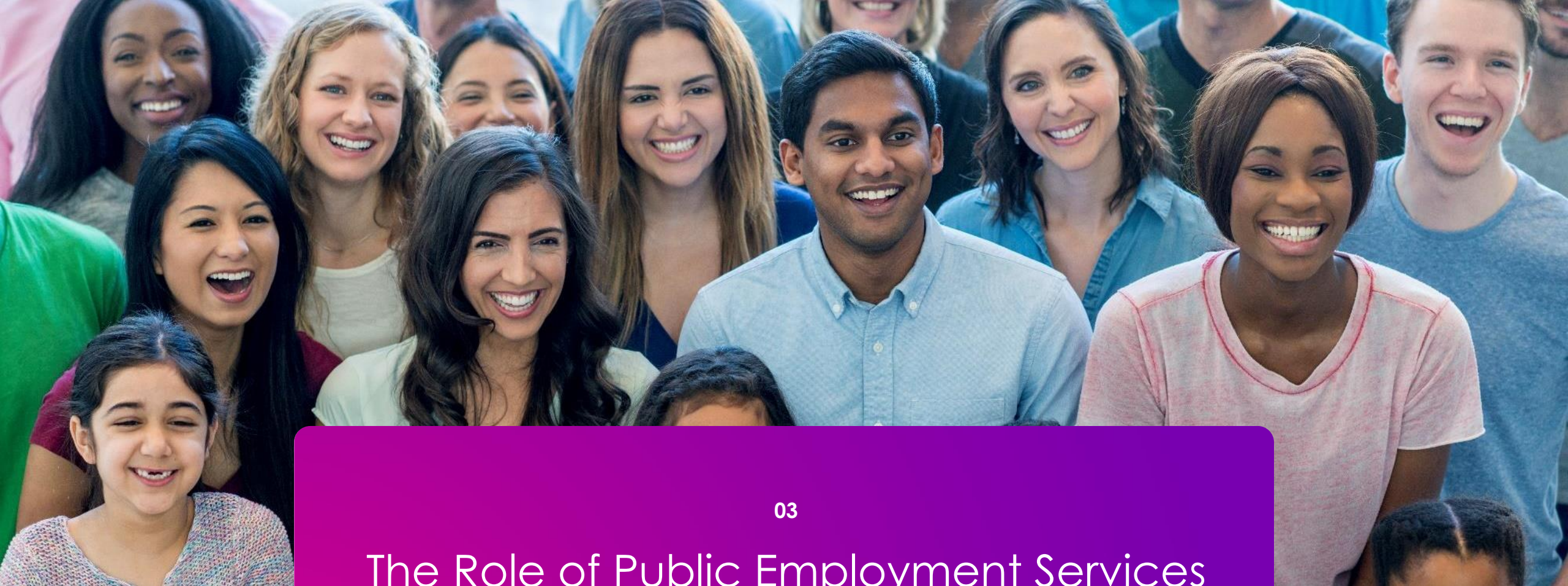


**103,462**

counselors &  
recruiters use  
WCC every  
day

**5 Million**

searches, resumes,  
vacancies & training  
curricula analyzed  
weekly by WCC to  
update the  
**Global Knowledge  
Base**



03

## The Role of Public Employment Services *What makes PES different?*

# THE ROLE OF PUBLIC EMPLOYMENT SERVICES

## GOALS OF PUBLIC EMPLOYMENT SERVICES

Public Employment Services (PES) are government institutions that:

- administer unemployment benefits
- assist jobseekers and employers to match people with job opportunities
- facilitate the adjustment of companies and workers to changing labor market conditions
- implement various active labour market programs (ALMPs)
- collect and disseminate labor market information

# THE ROLE OF PUBLIC EMPLOYMENT SERVICES

## GENERAL PES FUNCTIONS

1. **Job brokerage** by publicly disseminating job vacancies to facilitate rapid matches between supply and demand
2. **Provide labor market information** by collecting data on job vacancies and potential applicants
3. **Design and implement active labor market policies (ALMPs)** to adjust labor demand & supply
4. **Manage unemployment benefits** by providing income support for unemployed persons, including unemployment insurance and assistance
5. **Manage labor migration** by coordinating the cross-border mobility of persons who want to develop their skills in a new work environment

*Source: World of Public Employment Services (IDB - WAPES - OECD)*

# THE ROLE OF PUBLIC EMPLOYMENT SERVICES

## HOW PES DIFFER FROM PRIVATE EMPLOYMENT SERVICES

### 1. Transparency

- responsibility towards society and all stakeholders
- must be able to explain why jobseekers were or were not matched to specific jobs
- system must be unbiased

### 2. Differentiation

- mission is to help all, including people with large distance to labor market
- need to identify target groups and apply different matching strategies to each
- need to identify gaps to the labor market

### 3. Workforce Development

- role is not just transactional, but also considers future labor market demand and supply

# STAKEHOLDERS

04

Challenges in PES  
per Stakeholder

# PES CHALLENGES AND SOLUTIONS

## STAKEHOLDER: GOVERNMENT

### Government Challenges:

- Get the unemployed into sustainable work
- Support the employed in career development
- Target certain groups with specific measures (ALMPs)
- Analysis & reporting on labor market
- Respond to labor market problems like major layoffs
- Introduce & modernize services
- Increase productivity & customer satisfaction

### How WCC can help:

- Quick implementation of ALMPs
- Custom advice for every jobseeker
- Configurable job matching strategies
- Integrated services for employers
- Advanced management reporting tools
- Matching based on up-to-date labor market knowledge
- Superior results from self-learning intelligence
- High number of self-service options

# PES CHALLENGES AND SOLUTIONS

## STAKEHOLDER: PES DG/CEO

### DG/CEO Challenges:

- Regional labor market issues, such as factories closing
- The need to upskill unemployed graduates

### How WCC can help:

- **WCC Taxonomy Manager** maps occupations against ESCO, O\*NET, and other taxonomies to analyze labor force and position in market
- **WCC Target Group** module offers Perspective functionality to define target groups
- **WCC Target Group, Gap, and Referral** modules help determine strategies and required actions or measures
- **WCC Search** and **Match** modules perform skills-based job matching to enable tailor-made services

# PES CHALLENGES AND SOLUTIONS

## STAKEHOLDER: PES CIO/CTO

### CIO/CTO Challenges:

- Limited resources; reduce total-cost-of-ownership
- Need for modernization; reliable future-proof system
- Integration with existing systems
- Smooth implementation

### How WCC can help:

- Proven quality of WCC software
- Best-of-class pre-configuration
- Enable business management to manage and execute matching strategies
- Easy integration
- **WCC Taxonomy Manager** supported by WCC consultants with industry expertise
- **WCC Employment Platform** standard software

# PES CHALLENGES AND SOLUTIONS

## STAKEHOLDER: PES COUNSELOR / CASEWORKER

### **PES Counselor Challenges:**

- I need to find the client a sustainable job
- I need alternatives
- I need to know the gap between client and market
- I need to match against ambitions
- I need all the information now

### *WCC Example: Workforce West Virginia*

- Budget cuts made it hard to meet objectives
- Case files were still in paper form

### **How WCC can help:**

- WCC software puts relevant information at counselors' fingertips
- WCC Search and Match modules enable counselors to find jobseekers sustainable jobs
- WCC Gap module enables counselors to give better advice

### *WCC Example: Workforce West Virginia*

- WCC software enabled the same number of counselors to handle 30% more cases



# PES CHALLENGES AND SOLUTIONS

## STAKEHOLDER: EMPLOYER

### Employer Challenges:

- I need my vacancy description to attract the right jobseeker
- I need to use a specific match strategy
- I need easy access to PES services

### How WCC can help:

- **WCC Target Group** module enables employers to apply specific paths to defined target groups
- **WCC Gap** module enables employers to analyze the gap between their vacancy and the labor market demand to optimize their descriptions
- **WCC Search** and **Match** modules save employers time by only processing the most fitting applicants.
- These modules also find people who would not have matched the vacancy description if it had not been aligned with market demand.

# PES CHALLENGES AND SOLUTIONS

## STAKEHOLDER: JOBSEEKER

### Jobseeker Challenges:

- How can I enter data that will get me useful matches?
- How can I find a sustainable job that meets my ambition?
- How can I narrow the gap to a good job?
- What support is available?
- How much can I do myself?

### How WCC can help:

- Based on jobseeker profiles (skills, education, past jobs), **WCC Profiling** and **Match** modules enable personalized advice on available sustainable jobs or training/education towards alternative jobs.
- **WCC Referral** module offers advice in self-service mode or through PES counselor. Research different ambitions to widen jobseeker's options.
- Employed people use **WCC Gap** and **Referral** modules to assess their situation and learn how to achieve ambitions, optimize employability, and prevent unemployment.



## PES CHALLENGES & SOLUTIONS HOW WCC CAN HELP

**Uniquely developed for Public Employment Services, WCC solutions enable PES to:**

- Actively influence the labor market with target group-specific matching strategies (ALMPs)
- Get superior results from up-to-date labor market knowledge and self-improving intelligence using advanced analytics
- Realize the full potential of the nation's labor force

# PES CHALLENGES & SOLUTIONS

## MARKET INTERVENTION

Regional or unforeseen market issues, including massive lay-offs, factories closing, industries disappearing, or strategic policies to stimulate sectors, often require a custom approach to reorganizing the labor force.

### **WCC software and services enable:**

- Analysis of labor force and labor market position
- Definition of target groups and identification of the required strategy and measures
- Execution of tailor-made services, including skills-based job matching and upskilling



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WCC Use Cases in PES  
*Our customers speak for us*





## Alles om een job te vinden

Lees wat je moet weten om de job van je dromen te vinden en [zoek snel en gemakkelijk in onze jobdatabank](#).

- › Zoek een job
- › Welke job past bij mij?
- › Hoe solliciteer ik?
- › Tewerkstellingspremies
- › Geen ervaring, wat nu?
- › Ontslagen, wat nu?
- › Loopbaanbegeleiding
- › Werken in het buitenland
- › Jobstudent
- › Ondernemer worden
- › Anderstalig
- › Ziekte of arbeidsbeperking



## Zoek een job

[Zoek een job](#) | [Jobsuggesties](#) | [Bewaarde zoekopdrachten](#) | [Bewaarde vacatures en sollicitaties](#)

[Zoek een job](#)[Jobs per jobdomein](#) ▾[Jobs per gemeente](#)

## Hulp bij solliciteren

Wist je dat je met al je vragen rond solliciteren terecht kan bij de online sollicitatiecoaches?  
[Zij staan elke werkdag voor je klaar >](#)

## Is loopbaanbegeleiding iets voor mij?

Heb je een job en wil je graag weten of loopbaanbegeleiding iets voor jou is? We zoeken dit samen met jou uit.  
[Mail, telefoneer of chat >](#)

## Nieuw werk vindt u op werk.nl



### Uitkering >

- > WW-uitkering aanvragen
- > Bijstandsuitkering aanvragen
- > Dienstverlening UWV



### Werkmap >

- > Cv plaatsen
- > Vacatures zoeken
- > Sollicitatieactiviteiten doorgeven



### Vacatures >

- > Solliciteren en werk zoeken
- > Online trainingen
- > Test uzelf



### Werkgevers >

- > Account aanvragen
- > Cv's zoeken
- > Vacatures plaatsen
- > Arbeidsmarktinformatie

## De Werkhoek

- > Netwerk uzelf naar een baan met JobOn
- > Wat werkt voor u
- > Scherp, alert en klantgericht? Ga aan het werk in de beveiliging!
- > 5 Mindf\*cks van Victor Mids voor een top sollicitatiegesprek
- > Van administratief medewerker naar ontbijtkok: Ronny pakte zijn kans

[Bekijk alle artikelen in de Werkhoek »](#)

## Evenementen

Ik word vrachtwagenchauffeur - diverse locaties  
05 maart 2020 t/m 07 juli 2020 >

Webinar 'Hoe kan ik mij profileren met Facebook?'  
10 maart 2020 >

Ontdekde zorg week  
16 maart 2020 t/m 21 maart 2020 >

[Bekijk alle evenementen »](#)

Why Costa Rica?

A cradle of human talent to drive  
customer-centric solutions

#1 Skills of future workforce (WEF, 2018)

DISCOVER ALL THAT COSTA RICA HAS TO OFFER

T INCENTIVES

l about the Free Trade Zone  
Regime

SERVICE PROVIDERS

Discover the right partner for your  
business needs



CINDE receives Carbon Neutral  
certification

PERFORMANCE  
— RESULTS 2019

Opportunities for all Costa R

[Arbeitslos - Was tun?](#)[Richtig bewerben](#)[Berufe, Aus- und Weiterbildung](#)[Karenz und Wiedereinstieg](#)[Arbeiten in Österreich und der EU](#)[Häufig gestellte Fragen \(FAQ\)](#)

## Das AMS – der Partner für Ihre berufliche Zukunft

Wir bieten Vermittlung, Beratung, Qualifizierung und finanzielle Förderung für Arbeitsuchende und Unternehmen.

[Job suchen](#) [Personal suchen](#)[Job suchen](#)[› Geführte Suche](#)

# #weiter



### Häufige Anliegen

- › ServiceLine (Anfragen per Telefon klären)
- › eAMS-Konto für Arbeitsuchende
- › eService Zone
- › Arbeitslos melden
- › Arbeitslosengeld
- › Krankheit, Umzug oder Ende der Arbeitslosigkeit



Suchen Sie die Adresse oder die Telefonnummer Ihrer AMS Geschäftsstelle?

[Geschäftsstellen finden](#)

### Neuigkeiten vom Arbeitsmarkt

- › Jobbörse gegen Arbeitslosigkeit bei Asylberechtigten
- › Arbeitslosigkeit auch im Februar 2020 rückläufig
- › Arbeitslosigkeit auch Ende Jänner noch rückläufig. Gute Baukonjunktur und mildes Wetter stützen Arbeitsmarkt
- › Arbeitslosigkeit ging Ende Dezember weiter zurück

# Jobsuche

Finden Sie die Stelle, die zu Ihnen passt.



Bundesagentur  
für Arbeit

Was? (z.B. Beruf, Stichwort, Referenznummer, etc.)

Wo? (z.B. Ort, PLZ, Bundesland, Land)

 **JOBS FINDEN**

## THEMEN

Arbeitslos und Arbeit finden  
Schule, Ausbildung und Studium  
Familie und Kinder  
Menschen mit Behinderungen  
Karriere und Weiterbildung  
Für Menschen aus dem Ausland

## ÜBER DIE BUNDESAGENTUR FÜR ARBEIT

Kontakt  
Merkblätter und Formulare  
Presse  
Karriere  
Über uns  
Ausschreibungen  
Weisungen und Gesetze

## WEITERE INTERNETAUFTRITTE

abi.de  
Arbeitsmarktmontitor  
Berufsinformationen BERUFENET  
Berufvideos BERUFE.TV  
Bewerber- und Stellenbörse JOBBÖRSE  
eServices im Überblick  
Ideenwerkstatt  
Berufliche Aus- und Weiterbildung KURSNET  
E-Learning-Angebote LERNBÖRSE  
planet-beruf.de  
Statistik  
studienwahl.de  
Veranstaltungsdatenbank

## PRIVATPERSONEN

UNTERNEHMEN  
INSTITUTIONEN

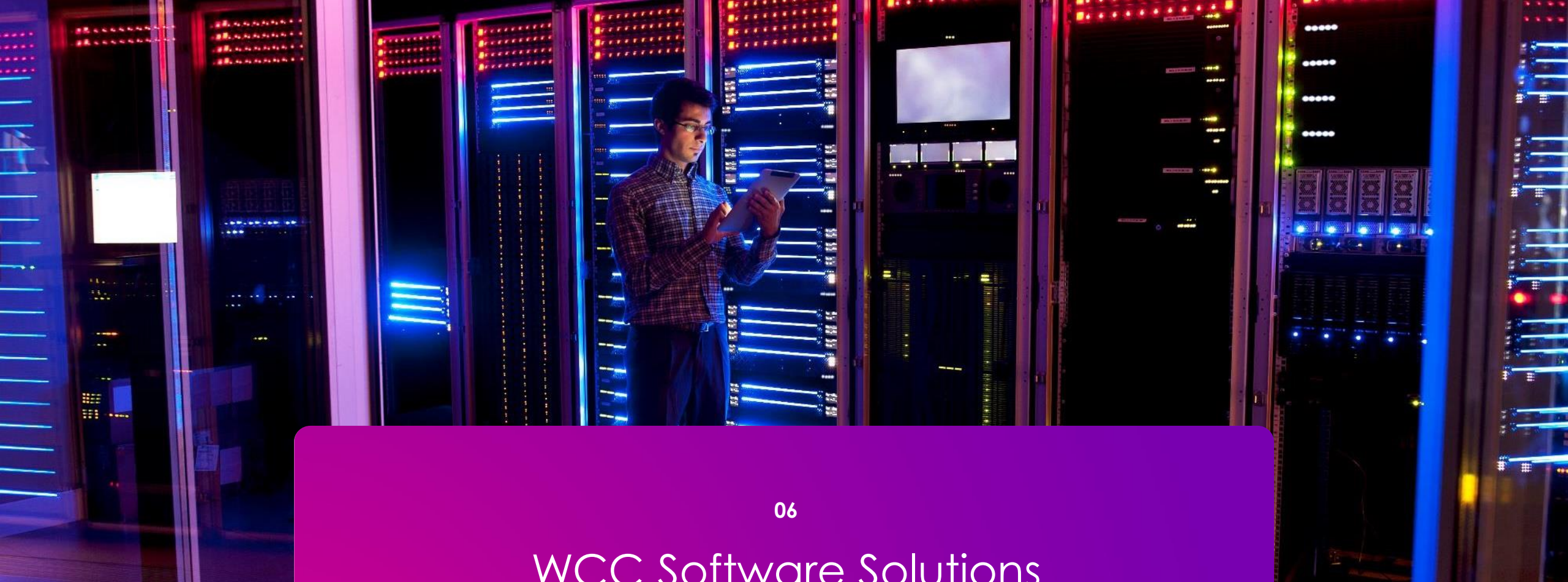
Dienststellen vor Ort

PLZ oder Ort

**Dienststelle finden** >



**DATENSCHUTZ**



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## WCC Software Solutions for Public Employment Services



# WCC EMPLOYMENT PLATFORM

## KEY PRINCIPLES



**Data quality  
is hard work**



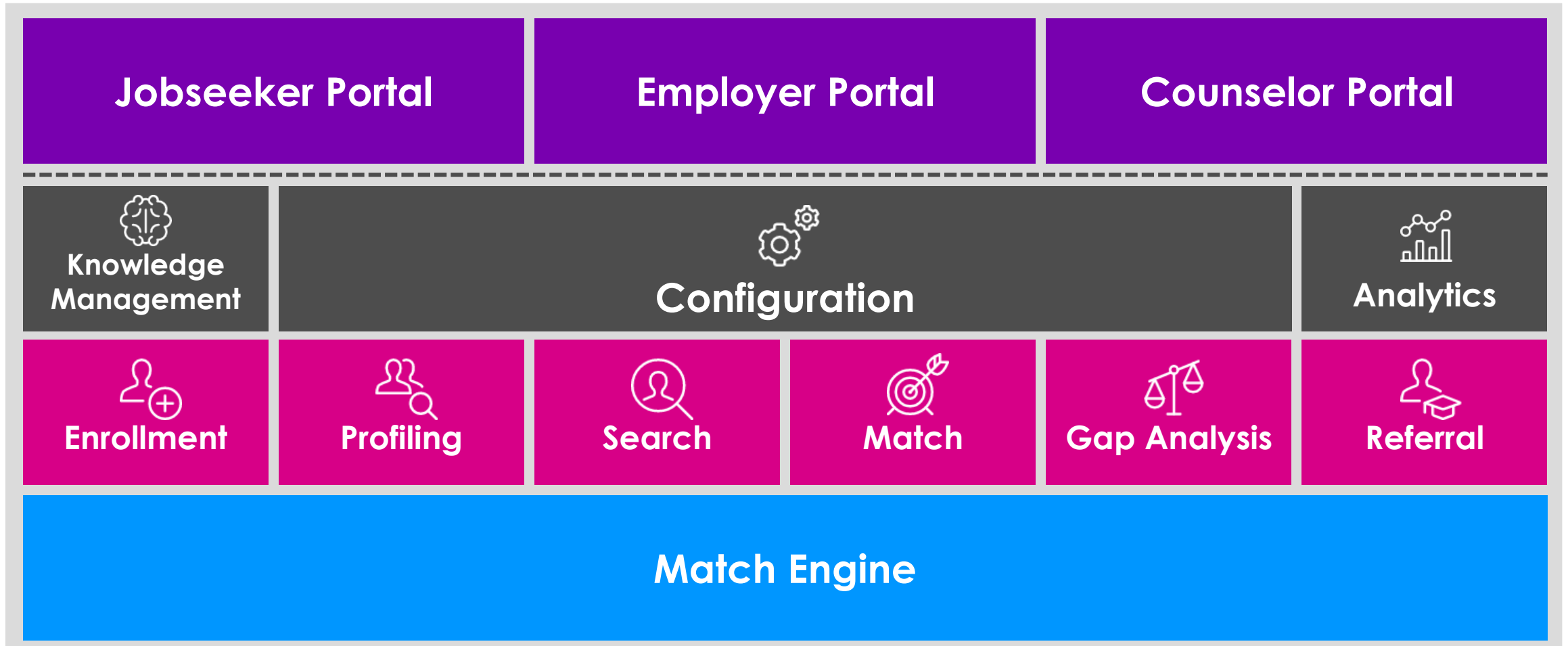
**One size does  
not fit all**



**Labor Market Policies  
constantly change**

# WCC EMPLOYMENT MODULES FOR CUSTOM APPLICATION

## FULLY CONFIGURABLE AND CUSTOMIZABLE

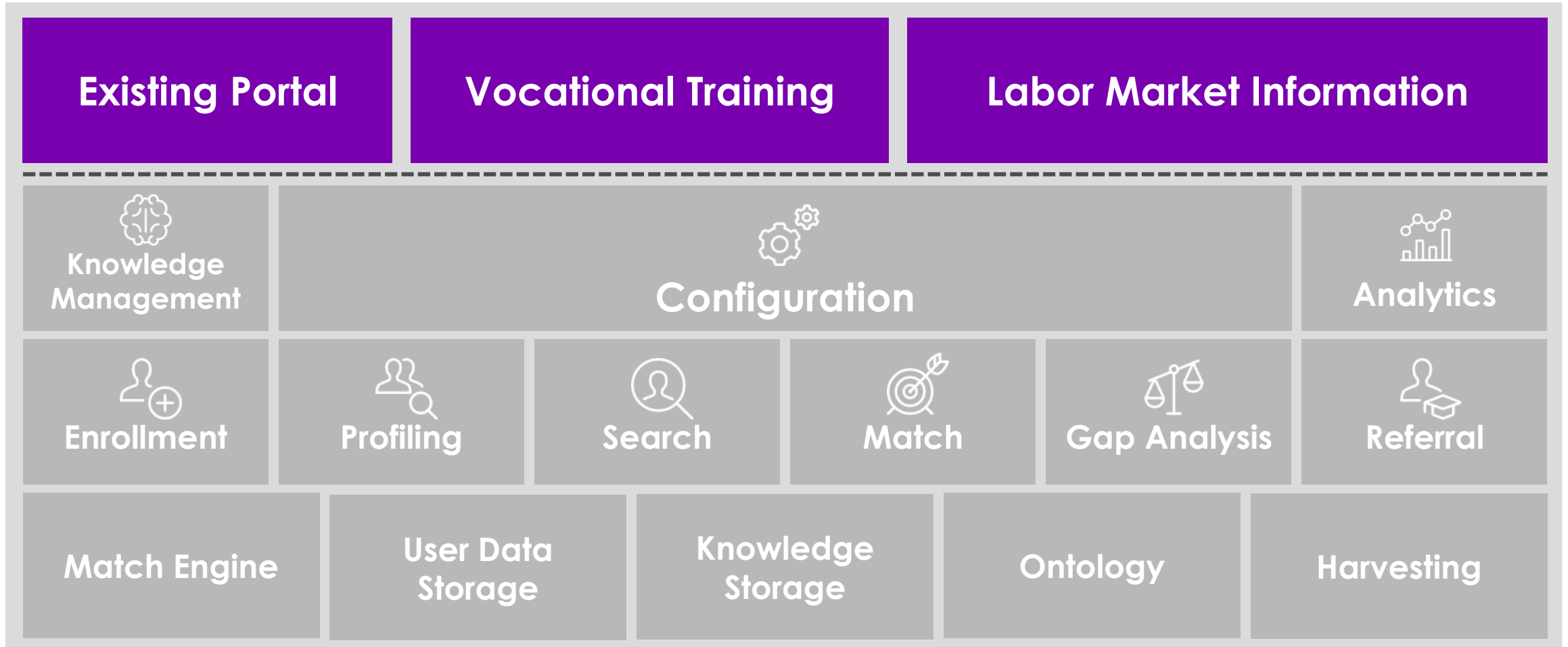


# WCC SOLUTION OVERVIEW

## 2 COMPONENTS

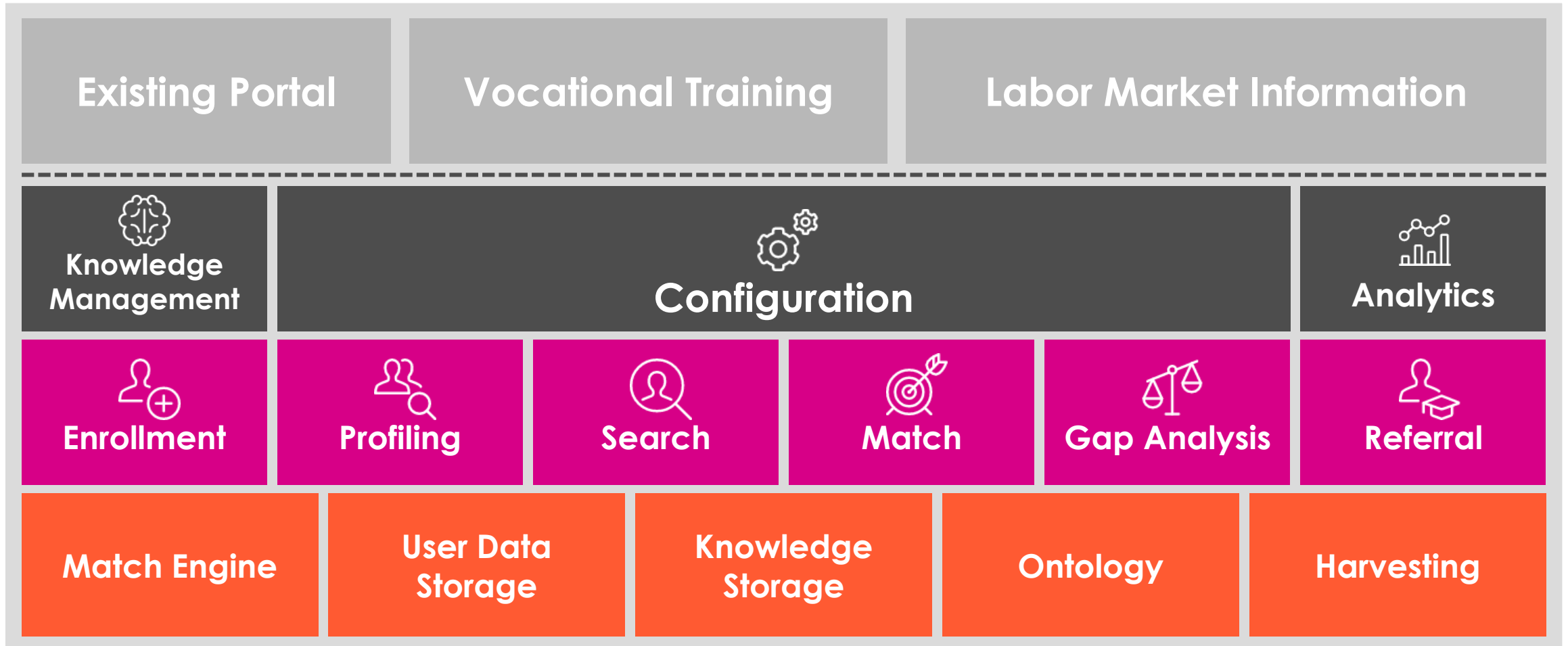


# WCC EMPLOYMENT PLATFORM UI LAYER INTEGRATES WITH NEW AND EXISTING PORTALS



# WCC EMPLOYMENT PLATFORM AI LAYER

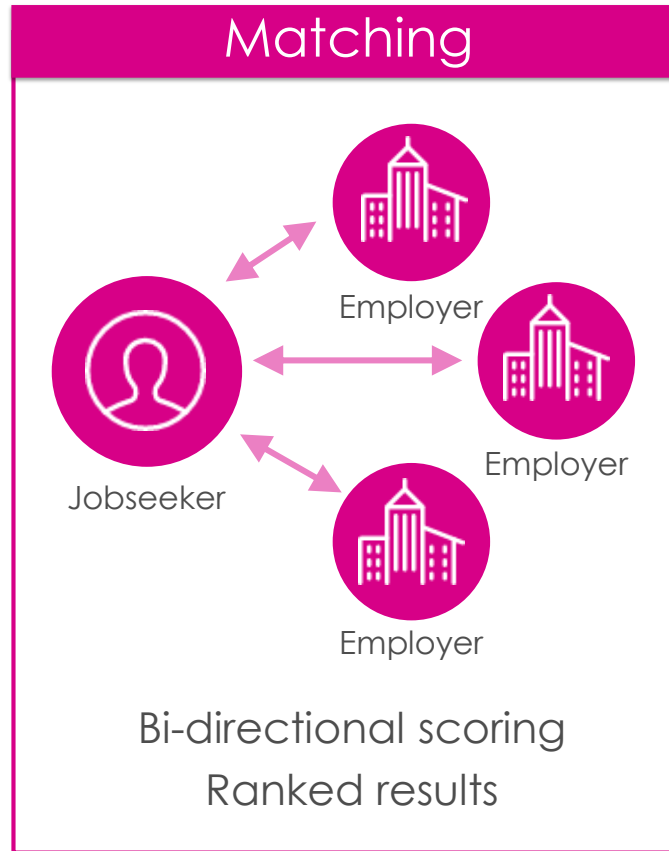
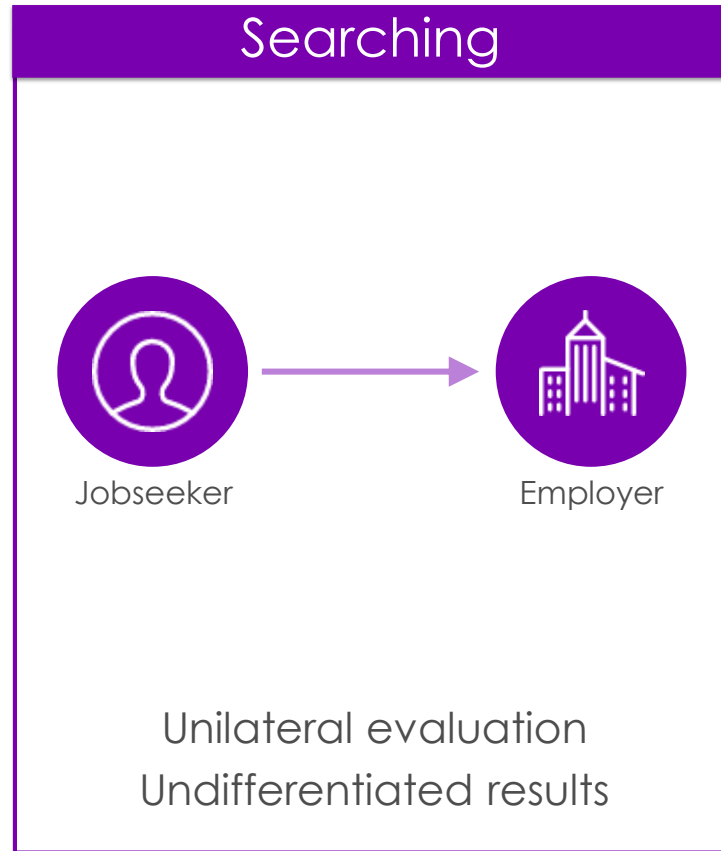
## MODULES OUT OF THE BOX



# WCC EMPLOYMENT PLATFORM

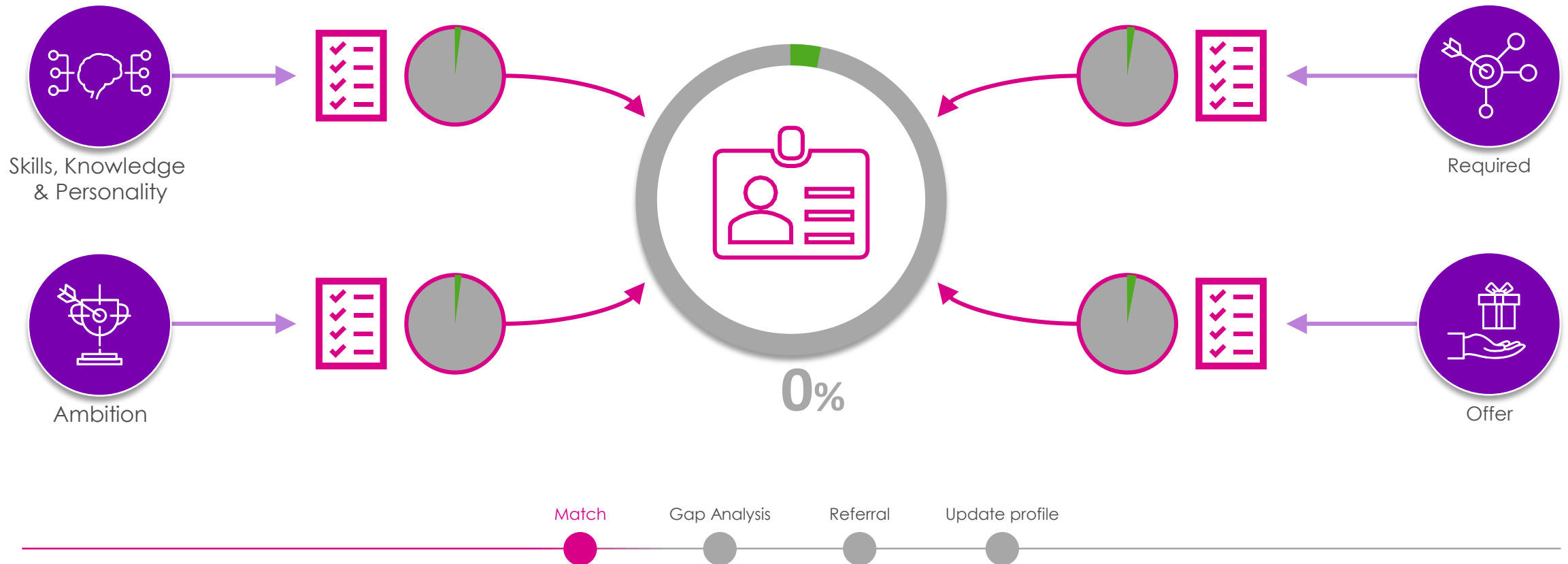
## WORLD OF MATCHING

### WCC Employment Platform



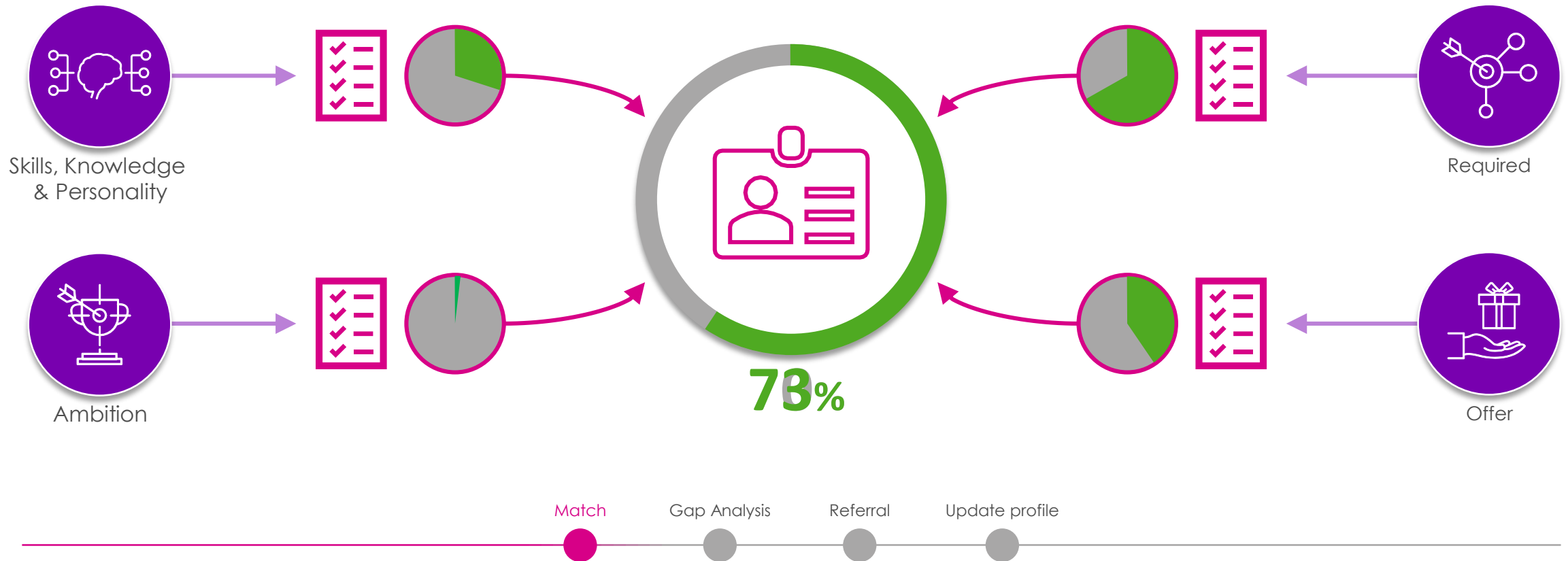
# WCC EMPLOYMENT PLATFORM

## MATCH



# WCC EMPLOYMENT PLATFORM

## MATCH



# WCC EMPLOYMENT PLATFORM

## GAP ANALYSIS



Gap Analysis Module:  
What does jobseeker profile lack?

- Skills
- Qualifications
- Experience
- Hours

Match

Gap Analysis

Referral

Update profile

# WCC EMPLOYMENT PLATFORM

## REFERRAL

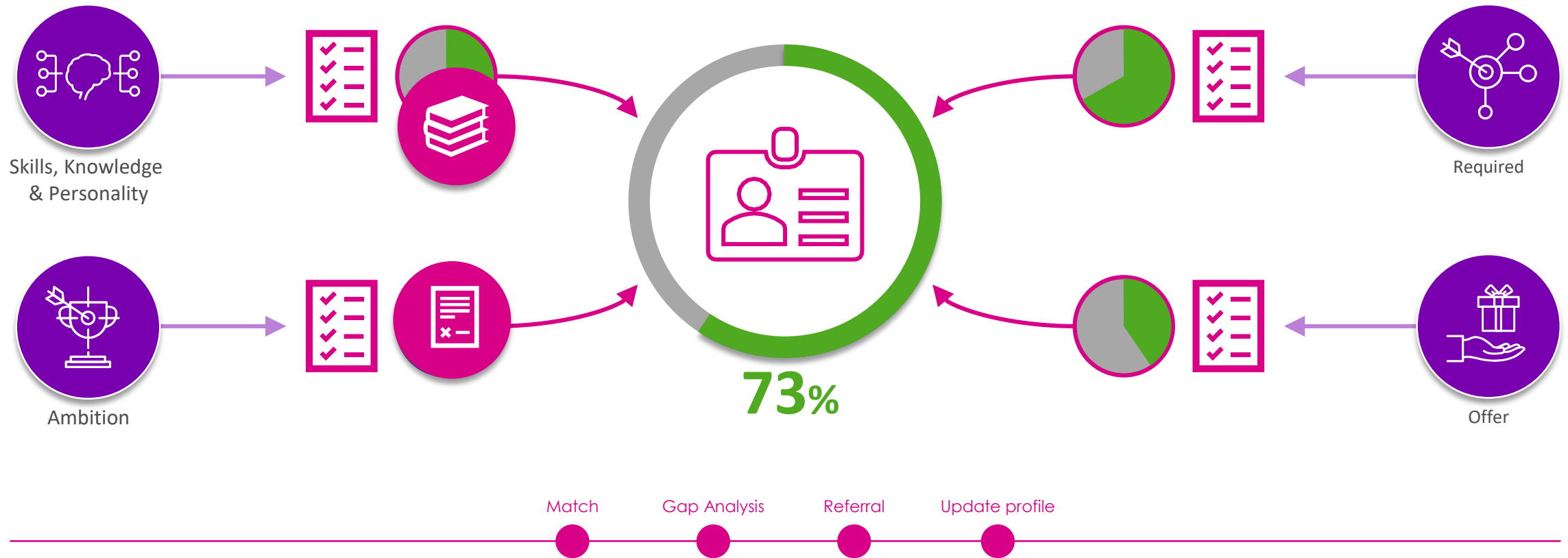


Referral Module:  
How can jobseeker close gaps?

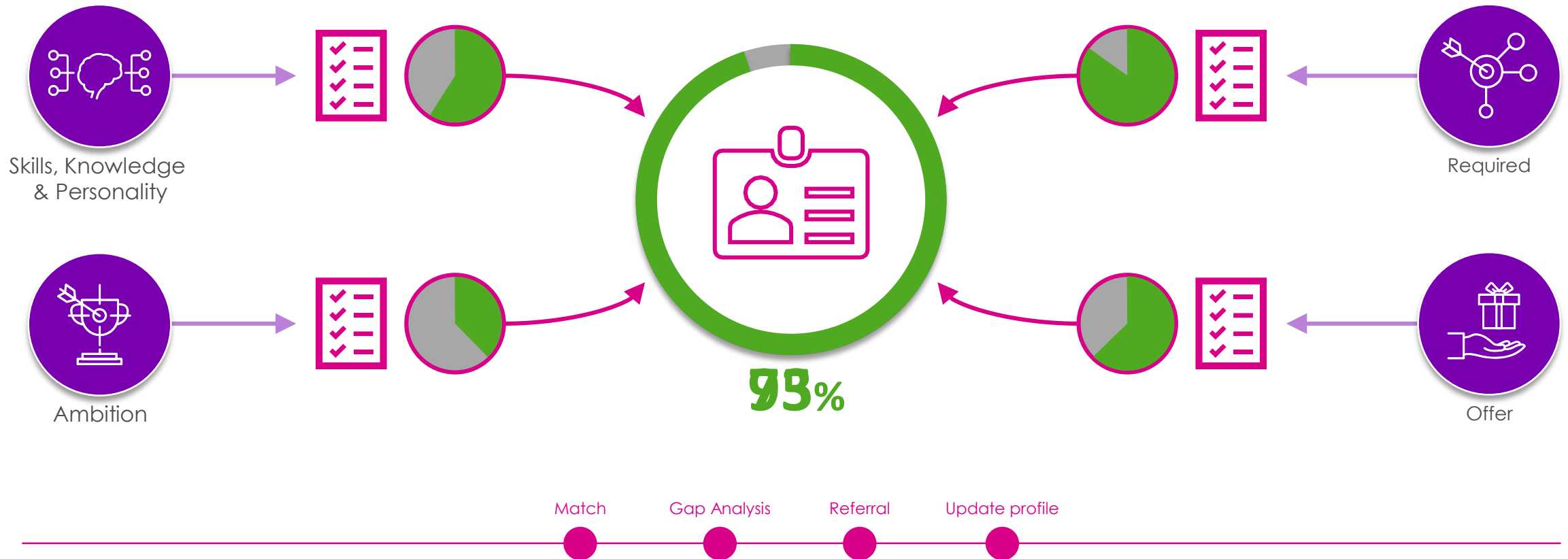
- Identifies support measures
- Prioritizes support measures

Match      Gap Analysis      Referral      Update profile

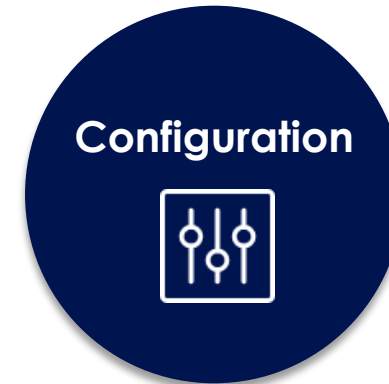
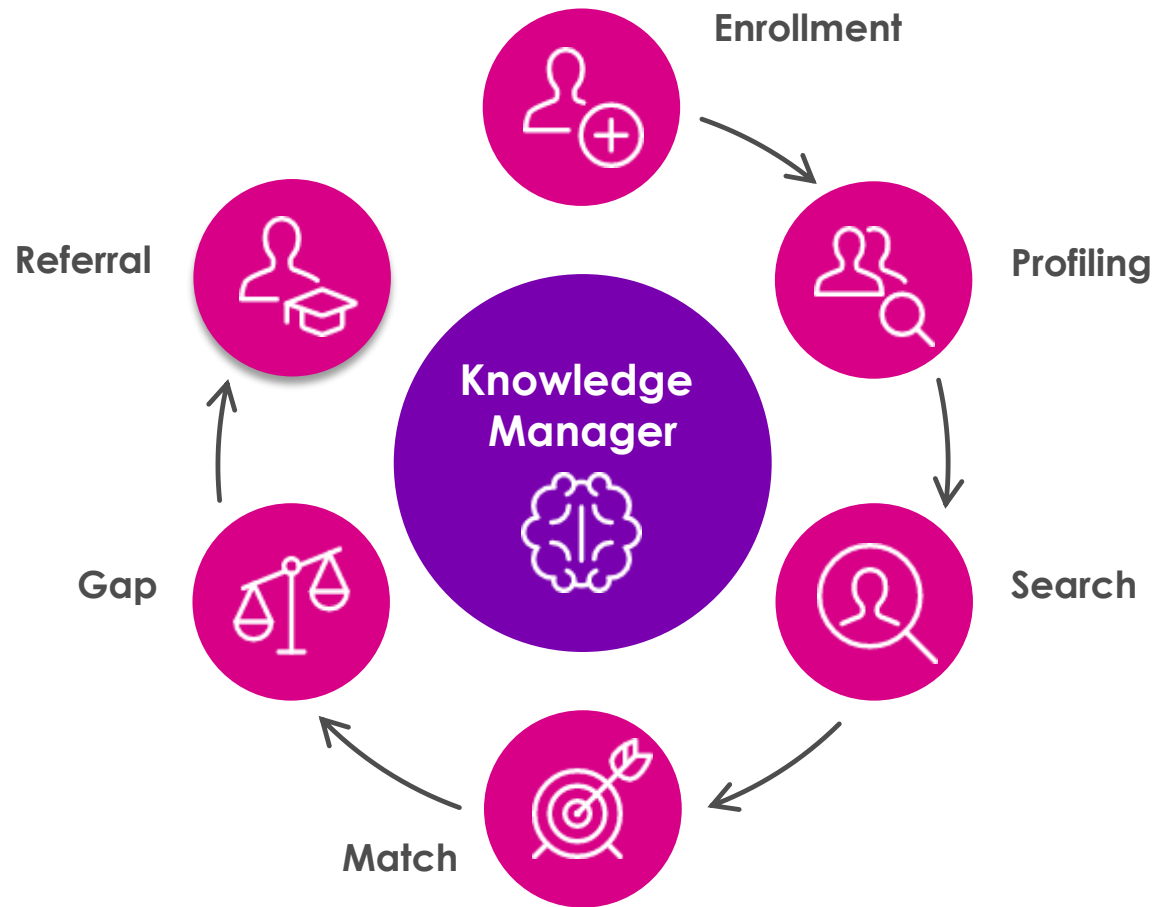
# WCC EMPLOYMENT PLATFORM UPDATE PROFILE



# WCC EMPLOYMENT PLATFORM UPDATE PROFILE



# WCC EMPLOYMENT PLATFORM MATCHING PROCESS

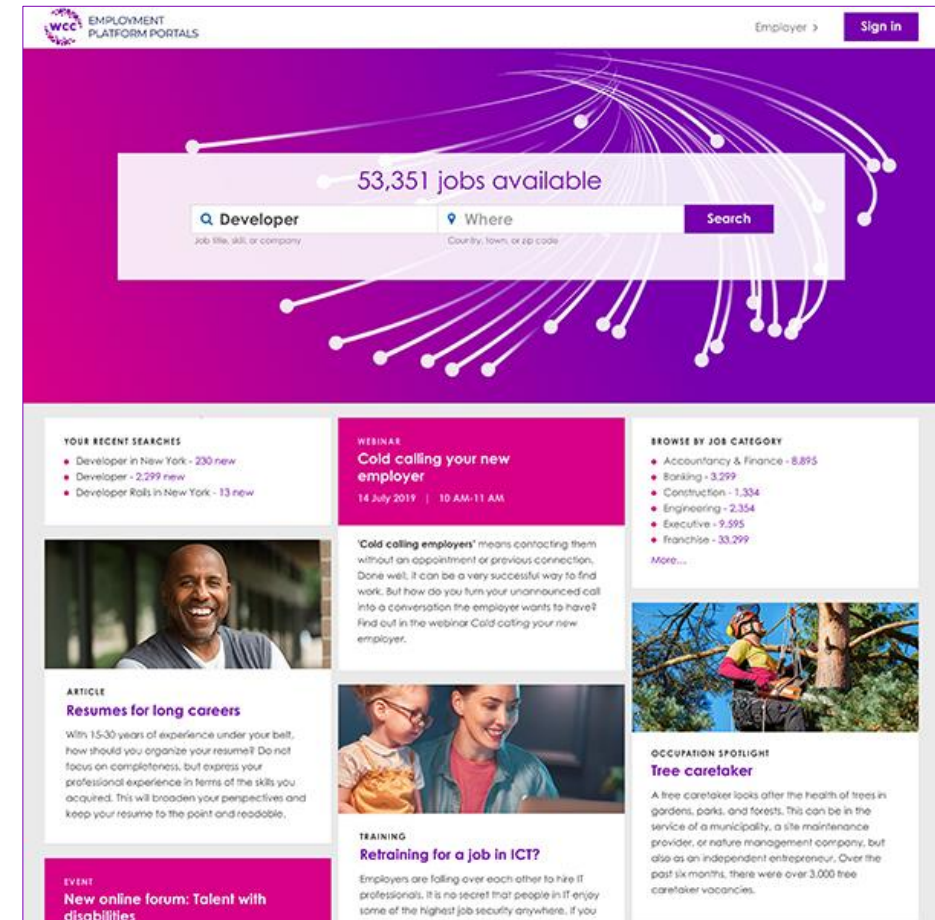


# EMPLOYMENT PLATFORM PORTALS

## READY-TO-USE PUBLIC EMPLOYMENT SOLUTION

### WCC Employment Platform Portals

- Supports & matches jobseekers and employers
- Enables labor market steering by analyzing skills gaps and upskilling needs
- Analyzes labor market and defines match strategies for specific target groups
- Functions as PES Case Management System for implementation of ALMPs

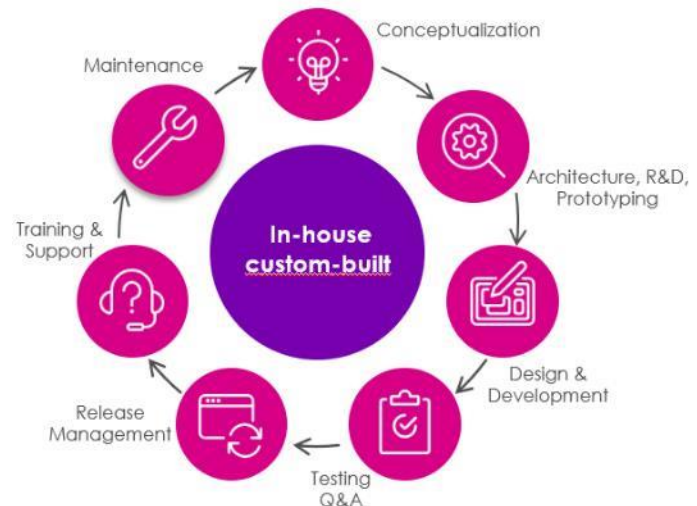


# WHY WCC

## WCC OR IN-HOUSE CUSTOM-BUILT?

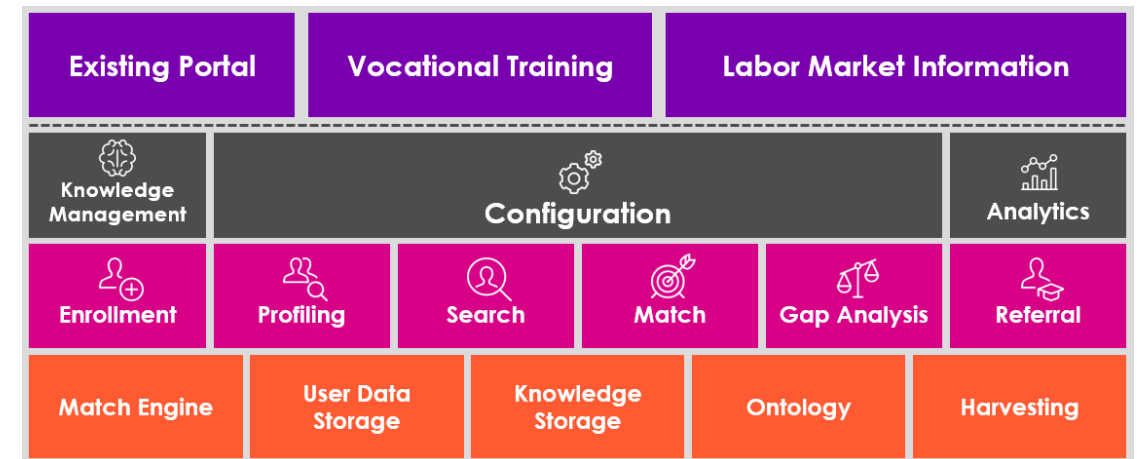
### In-house custom-built:

- Heavy IT investment
- Time-intensive design and development
- Staff hiring and upskilling
- Often not customizable to meet dynamic labor market needs



### WCC does it more efficiently:

- Out-of-the-box, minimal customization
- Designed and built on top-notch technology
- Support & maintenance included
- Configure software to meet dynamic labor market needs



# WHY WCC

## WCC OR SYSTEM INTEGRATOR?

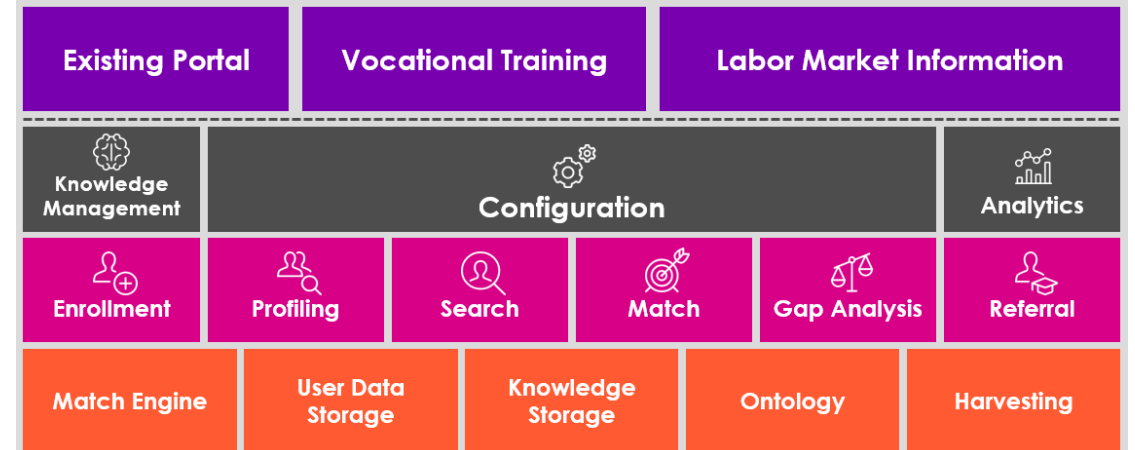
### System Integrator Custom Build:

- Job board and PES application from scratch
- High total cost of ownership
- High resources
- High number of hours billed



### WCC does it more efficiently:

- Out-of-the-box solution
- Minimal customization and time to delivery
- Experience working with existing integrators
- Configured by labor market experts





# Why WCC?

WCC solutions for PES, built on 20+ years of experience & expertise, enable you to:

- Find people sustainable jobs faster
- Define gaps and required skills
- Target groups with personalized support
- Influence the labor market
- Gain insights into the labor market
- Improve relations with employers
- Get superior matching results
- React fast to labor market changes
- Achieve full workforce potential
- Modernize the organization



**Thank you.**