

 randstad risesmart

randstad risesmart | corporate overview brochure

redefine
what's
possible.



human forward.



getting in front of change

Digital transformation is accelerating in a world being forever reshaped by global forces both in and beyond our control. Business models are evolving quickly. New processes and ways of working and collaborating are being adopted. Rapid-fire changes brought on by the 'distance economy' and remote work have added layers of complexity.

The need for speed and adaptability is everywhere – from how decisions are made and executed, to who makes them, to the nimbleness required for work teams to take advantage of evolving opportunities, to the skills needed to respond to new challenges.

The organization of the future is one ready to embrace continuous learning and innovation. One able to quickly flex and adapt. One with an engaged workforce that has a 'whatever it takes' attitude and career aspirations that are aligned with the needs of the business.

The future is here. Are you ready for it?

talent mobility propels workforce agility

Success requires that all members of your workforce take charge of their career development, have the capacity to learn new skills and sharpen existing ones and be able to fluidly move within the organization to meet business needs where they arise – whether in existing roles or new ones, as individual contributors or members of project teams.

In short, a culture of talent mobility for everyone in your workforce.

Employees who thrive will share common traits. A growth mindset. A creative bent. A passion to invent, reinvent, reskill and upskill. The flexibility to shift gears on a moment's notice. Not only an internal fire to respond to market disruptions but also a determination to get ahead of them.

imagine what's possible

By investing in talent mobility for all employees from their first day of onboarding and throughout the employee journey, organizations can build the skills and knowledge to increase the capabilities of their workforce and strengthen diversity and inclusion, engagement, trust, loyalty and employer brand. Employees, meanwhile, future-proof themselves by continually developing in-demand skills and expanding their knowledge and expertise.

meet randstad risesmart.

To translate this vision into reality, you need an innovative and responsive partner with a contemporary solution. Randstad RiseSmart provides a comprehensive approach that incorporates career development, redeployment and outplacement designed for forward-thinking companies that care deeply about the employee experience.

RiseSmart is the world's fastest-growing career transition and talent mobility provider and a part of Randstad, a leading global provider of flexible work and human resources services.

As a trusted human partner of successful companies – from Fortune 100 to small and medium-sized businesses – we deliver services in 40 industries and more than 100 countries.

what makes us different

At a high level, talent solutions providers often sound more alike than different. But look deeper. At RiseSmart, everything we do comes from our mindset of abundance.

We are driven to innovate and attuned to the needs of our customers. To help them respond to rapid changes in markets and business, we continuously drive service and technology improvements, ensuring that we're delivering meaningful solutions to both HR and program participants.

We are passionate about our business and committed to exceptional service and interactions – at every touch point, all the time. That means being responsive, continually innovating, partnering with customers in a consultative way, helping HR build the business case for developing a culture of talent mobility and tailoring solutions to specific needs. Our well-seasoned career transition teams and HR service teams are dedicated to making a difference in the lives of the people they serve through both virtual and on-site services.

Our contemporary, global talent mobility platform is built from the ground up – an integrated approach – not one pieced together from legacy systems. A cohesive and elegant solution, this single platform seamlessly provides resources and analytics for HR customers, program participants and our service teams.

Through this perfect blend of Tech & Touch and the support of hundreds of staff, RiseSmart delivers consistently high-quality services on a global scale for an unparalleled customer-centric and participant-focused experience.

- › **82**
Net Promoter Score
- › **98%**
customer retention rate

defining what's possible

- › flawless execution with a focus on exceptional outcomes
- › global reach with consistent service delivery and localized expertise
- › speed to service and ease of implementation
- › industry-leading transparency with on-demand data analytics
- › a methodology that uniquely combines Tech & Touch to enable a human-centered, technology-enabled experience
- › an innovative mindset that drives service and technology improvements

'RiseSmart has this wonderful blend of people and technology that yields execution excellence every single time.'

tom maddison
former Fortune 500
chief human resources officer

'We were looking for someone who could provide for us globally... and be able to send an in-person representative anywhere in the world.... Not only has RiseSmart provided a lot of programs but they have a lot of content.'

HR leader
industrial packaging company

unparalleled focus. exceptional results.

touch



Certified career coaches offer dedicated, unlimited career coaching and guidance for employees pursuing career development or redeploying into new roles within their companies, as well as for departing employees who are seeking a new beginning.



Branding experts deliver professionally written resumes – not just critiques – along with social media profiles and other branding assistance to help job seekers get noticed for internal and external roles.



Career concierges provide custom research on industries and internal and external handpicked job leads for job seekers, as well as best-fit courses and other experiential learning opportunities for reskilling and upskilling.



Certified learning advisors assist employees who are building skills with specialized guidance and customized learning plans to help them efficiently reach their goals.



Customer account teams provide consultation and recommendations to HR partners, help train managers to communicate workforce changes and deliver the support needed to address customer challenges and ensure successful program implementation.

tech



Employees have anytime, anywhere access to content that is specific to career development, redeployment and outplacement, such as assessments, market research, job search resources, webinars, videos, coach scheduling, video interviewing, networking and much more via our award-winning technology platform, available on desktop and mobile in multiple languages.



On-demand reporting and data analytics provide transparency that allows HR to easily monitor employee progress and track expenditures, while service teams provide analysis of trends to help HR partners fine-tune programs to maintain maximum effectiveness.

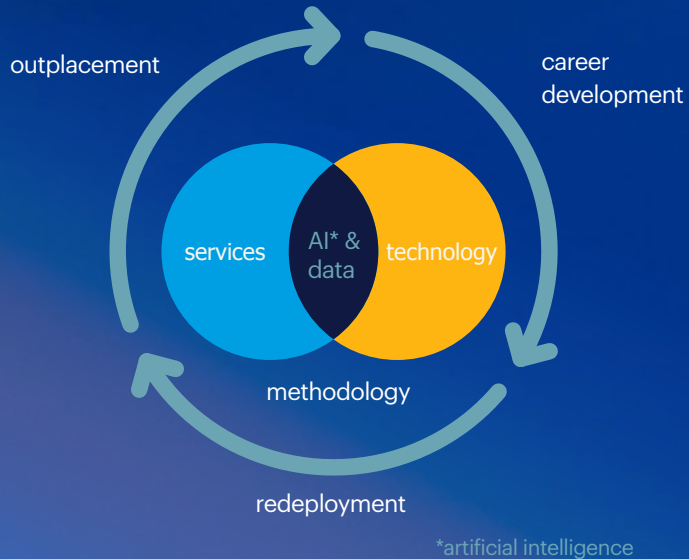


Seamless delivery of services for participants and HR are enabled via behind-the-scenes technology that manages participant engagement, service delivery and billing – providing speed, agility and value for a better all-around experience.



RiseSmart University, our internal learning portal, ensures that employees, including our career transition and engineering teams, receive the latest upskilling and reskilling for consistently high-quality global delivery of services.

talent mobility: build a workforce ready to respond to change.



RiseSmart customers improve employee engagement, strengthen their brands and become employers of choice through our global talent mobility solutions.

Our comprehensive approach enables organizations to develop agile workforces that can quickly respond to shifts in business needs. Companies can develop all employees, build and broaden skills and promote a culture that strengthens both the employee experience and the employer brand.

Our solutions address every part of the employee life cycle, from career development and redeployment that promote internal mobility to outplacement and skills development.

risesmart career development.

We believe that all employees – not just talent identified as high potential – can and should take charge of their career development from day one. What emerges from our approach is a growth mindset that fosters ongoing learning and skill building. Your employees discover their interests, aspirations and skills and learn how to align them with the needs of the business.

And your organization uncovers the hidden gems in your workforce, enabling you to build a pipeline of internal talent that you can tap to respond to changing business needs and to build a resilient workforce.

people + platform

RiseSmart Career Development provides comprehensive resources for employees and their managers.

- employee resources include online tools that help employees excel in their current roles, explore career options and expand their job contributions by gaining new skills
- management resources include online tools that empower managers to facilitate employee mobility within their team by enabling talented individuals to pursue growth opportunities
- 1:1 coaching with high-caliber, certified career coaches enables employees to synthesize what they've learned and develop and execute their action plans
- talent development opportunities build skills and boost employee readiness and productivity

- 82% of employees say lifelong learning is important to them¹
- 94% of employees would stay longer at a company that invested in their learning and development²

'RiseSmart Career Development fills a major gap for us – it helps our employees better understand their skills and take ownership of their career paths. Best of all, the platform is easy to use and available on demand, so employees can jump in whenever they have the time. It's a fantastic resource.'

director
global talent development

risemart redeployment.

We know that your most valuable assets are often the ones you already have. In the near term, using redeployment – shifting employees to different roles when their positions are at risk – can help your organization broaden skills and sustain a positive employee experience that can boost morale and drive engagement and productivity. You can also minimize workforce reductions, eliminating severance and unemployment costs associated with such actions.

Over the longer term, redeployment helps you retain unwritten company knowledge and maintain continuity critical to partner and supplier relationships. It builds and expands the skills of your employees, providing opportunities for internal mobility and career growth that breed a culture of learning critical to workforce readiness and organizational agility. The ripple effect of redeployment can be felt far into the future, leaving you with a stronger employer brand and in a better position to attract and hire the best talent when needed.

people + platform

Whether you want to rapidly redeploy employees to manage sudden business changes, provide ongoing opportunities for talent to move internally or offer employees the opportunity to find internal roles in a designated amount of time before moving into outplacement, RiseSmart Redeployment delivers comprehensive services to help employees put their best foot forward and have the greatest opportunity for success.

- our 'team of 3' career transition team for each participant comprises a dedicated career coach, a branding expert who provides a resume and social profiles, and a career concierge who delivers best-fit job opportunities and skilling recommendations
- redeployment-focused content is provided via an online resource library
- an easy-to-use technology platform helps participants connect with their coach, expand their network, practice video interviewing and organize and manage their job search
- job outlook and skills data help participants surface adjacent roles and consider whether to pursue new career paths
- job matching surfaces open internal roles
- talent development opportunities build skills and boost employee readiness and productivity
- built-in transparency allows HR to track how internal talent is matching to open roles and provides visibility into the skill sets of these employees

- › 40% of employees say it's easier to get a job outside their organization than within it³
- › 39% cost savings in redeploying an employee over laying off and providing outplacement⁴

'Everything that RiseSmart offered went beyond my expectations. Best service that I have ever been provided by an employer.'
andrea b.
employee

³ Opportunity Marketplaces, MIT Sloan Management Review/Deloitte Insights research report, April 2020, p6, https://www2.deloitte.com/content/dam/insights/us/articles/6363_mit-smr_opportunity-marketplaces/DL_Opportunity%20Marketplaces.pdf

⁴ Savings achieved based on US figures, including the cost of unemployment, severance and talent acquisition. Figure based on \$50,000 salary, unemployment tax payments per employee of \$4,200, 12 weeks of severance and \$4,000 cost of external hiring.

risesmart outplacement.

When business changes dictate that companies let go of valued employees, compassionate and intelligent outplacement services help departing workers find their next opportunity with greater clarity, ease and speed while enabling companies to safeguard their brand, turn former employees into brand ambassadors and reduce costs associated with reductions in force.


At RiseSmart, we make outplacement more than another box to check after a layoff; we make outplacement a good investment in the well-being of your exiting employees, the morale of your current employees and the potential of your future workforce.

people + platform

Our virtual outplacement model provides each participant with the ideal combination of 24/7 online access to timely and relevant job resources and personalized guidance.

- our **'team of 3' career transition team** is provided for each participant, with a dedicated career coach matched to participants based on industry and/or functional experience, a professional branding expert and a career concierge
- a **comprehensive online library** delivers access to proprietary assessments, webinars, videos, market reports and other job-search resources
- an **easy-to-use technology platform** helps participants connect with their coach, expand their network, practice video interviewing and organize and manage their job search
- **skill-building opportunities** help departing employees land new roles faster and reduce employers' severance-related costs
- **alumni program** provides RiseSmart alumni with services for life
- **talent directories** connect departing employees with companies that are hiring
- **dedicated customer success teams** are matched to HR customers based on industry expertise, in-country and local job market knowledge and specific needs
- **outreach teams** do all the heavy lifting, including coordinating all outplacement-related activities, conducting training and providing remote and on-site support
- **transparent reporting** delivers a real-time return on investment to HR

- › **98%** program satisfaction rating among participants
- › **60%** faster landing rate than the national average
- › **83%** of employees land in equal- or better-paying jobs



'We chose you for the technology, your ability and the relationship, but at the end of the day we chose RiseSmart because we know you care.'

senior HR executive

risesmart skilling.

Agile companies know how to efficiently reskill and upskill their people at every stage of the employee journey in a way that aligns the career aspirations of their talent with the needs of the organization.

RiseSmart Skilling delivers a strategic roadmap to both retained and departing employees to ensure that they're able to develop critical skills to remain relevant and successfully compete for roles, whether they're developing their career, moving within your company or finding new opportunities outside your business.

people + platform

RiseSmart Skilling helps your organization build flexibility and resilience by pairing a participant's career goals and interests with job market intelligence and 1:1 advice from trusted experts to help talent identify and build the skills that matter – to them and to you – quickly and efficiently.

- **job market data** enables participants to make smart decisions about the outlook for various roles and the skills required
- **skills assessments** in conjunction with skills gap and career exploration discussions with a career coach help participants develop a strategic roadmap
- **agnostic access** to more than 20,000 business- and tech-related courses, including premium content, from LinkedIn Learning, Udemy and other leading providers is available
- **handpicked, best-fit courses** and other experiential learning opportunities are selected by a career concierge
- **specialized guidance** from a certified learning advisor helps employees with complex learning paths manage learning activities and stay on track

- 
- › **1 billion** people need to be upskilled by 2030⁵
 - › **20%** of US CEOs say their upskilling programs have been 'very effective' in accelerating digital transformation⁶

'The amount of time that RiseSmart spends with an individual in helping them achieve whatever that end goal is for them is remarkable.'

lora villarreal, PhD
former EVP and chief people officer
xerox

transforming the industry.

No other career services provider has innovated quite like RiseSmart, a pioneer in modern outplacement. We were the first to:

- develop a contemporary, virtual services model that combines cloud-based technology – built from the ground up – with remotely based career transition teams to deliver comprehensive services
- assemble a dedicated 'team of 3' career transition experts to maximize participants' success
- deliver a transparent line of site into results with data analytics for HR
- ensure globally consistent service delivery, exceptional experiences and transparency



award-winning.

RiseSmart has won more awards than all of our competitors combined, validating our continued commitment to delivering innovative products, personalized services and the highest-quality practices.



Are you ready to transform your workforce with a talent mobility strategy?

contact us
877-384-0004, ext. 1
sales@randstadrisemart.com
www.randstadrisemart.com

© 2020 Randstad RiseSmart. All rights reserved. RiseSmart, Randstad and Human Forward are registered trademarks of Randstad N.V. All other trademarks and registered trademarks are the property of their respective owners.



about randstad risesmart

Randstad RiseSmart is the fastest-growing career transition and talent mobility provider, and an operating company of Randstad N.V., a €23.8 billion global provider of flexible work and human resources services that helps more than 2 million candidates find meaningful work every year. Our outplacement, career development, redeployment and contemporary Tech & Touch solutions strengthen employer brands, improve retention and re-engage talent. Employers hire us because we deliver superior outcomes through expert coaching, professional branding, contemporary resources and on-demand analytics. Today, we are a trusted human partner of successful companies in more than 40 industries. Our passion and dedication to innovation, responsiveness and results have earned us extensive recognition and awards from such organizations as Bersin by Deloitte; Gartner, Inc.; Brandon Hall Group; and Fortune magazine. For more information, visit www.randstadrisemart.com.

 randstad risesmart

human forward.