

SkyHive's Global DNA

THE GLOBAL LANDSCAPE

Today's world is marked by rapid transformation, increased globalization/interconnectivity, and expectations for higher standards, faster speeds, and greater transparency. Our core principles, which include obsession with customer success and the global nature of our business, make us the vanguard provider with a truly global functional, commercial, and support capability. For example:

- **Global Skills Intelligence** SkyHive ingests data from over 180 countries in multiple languages to give customers the most comprehensive, targeted, and real-time labor market intelligence available anywhere.
- **Global Data Protection** SkyHive is SOC and ISO-27001 certified, as well as GDPR compliant. GDPR compliance includes:
 - Compliance to data subject rights (e.g., the right to “be forgotten” and data portability). Data portability means the right to have personal data transmitted to the data subject or another controller in a commonly used machine-readable format.
 - The right to require the controller to erase personal data in certain circumstances and where the data has been made public to take reasonable steps to inform other controllers that are processing the data of the request for erasure (right to be forgotten).
 - The right to receive more information about the controller's processing (export solution, storage limits) through a subject access request and to provide the information in a commonly used electronic form.
 - The right to transparency, which requires data controllers to provide detailed information about the organization's personal data handling practices, and the right to object to using personal data for direct marketing.
 - SkyHive's software is developed with security in mind (privacy by design and by default). Secure processing of data uses advanced telemetry, and application performance monitoring systems to generate machine data which can help with GDPR Compliance, such as Security Management and Breach Notification, Data Protection Audits, and Search and Report on Personal Data Processing. Apart from the above, the architecture is flexible enough to support multi-region and multi-instance deployments with data residency in the EU region.
- **Global Sovereignty** In addition to GDPR, SkyHive complies with data sovereignty standards. SkyHive has implemented a cloud-neutral, single-key management service providing a consistent encryption key strategy across countries of operation and simplifying compliance with data sovereignty requirements.

Also, SkyHive implemented sophisticated access controls: Role-based authentication and other granular user controls that control what exact data each user can and cannot see.

- **Global Implementation Partners** SkyHive has established international partnerships with worldwide professional services leaders and best-of-breed providers, such as Accenture and Adecco, to provide optional services, if desired. These global giants have selected SkyHive for competitive advantage and to meet their global customers' skill needs.
- **Global Support 24x7** SkyHive offers round-the-clock support in multiple languages, and has dedicated, local teams.
- **Global Customers** SkyHive's current clients are Fortune 500 companies, Global 2000 companies, and governments. The technology is industry and role-type agnostic; users span factory floor workers to the C-Suite.
- **Global Development Teams** SkyHive's engineering team is distributed across multiple continents.
- **Global Alliance for Skills** As part of SkyHive's global commitment to a skills-first approach to revolutionizing workforces, empowering individuals, and creating a more sustainable future for all, SkyHive is a founding member of the strategic alliance focused on promoting economic and environmental sustainability by reskilling the global workforce.

SkyHive is proud to meet clients and partners where they are, globally. We support our European clients with:

- A local customer success team.
- SkyHive Europe. SkyHive is also incorporated in Dublin, Ireland to facilitate commercial transactions for our European clients.
- References from European customers and advocates such as Deutsche Bank and other organizations (first-hand references of these client experiences and successes available upon request).

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GLOBAL USE-CASES

A World Bank Tackles Financial Crime Prevention Skills

Amidst today's rising financial crime rates, the banking industry faces several sizeable challenges including the state of the economy with rising inflation and recession risks, the war for talent and the "Great Resignation," and increased scrutiny from regulators. A SkyHive global banking customer, with over 600 branches and over 2,000 ATMs, embarked upon a long-term, strategic project to rapidly

assess the level of competence across business units of their employee's anti financial crime skills. Using a set of target personas with the expected AFC skills, employees were able to quickly assess their proficiency levels and therefore targeted learning was assigned to close the individual's skill gaps. The approach, powered by SkyHive, resulted in higher training completion rates, increased organizational AFC capabilities to mitigate against potential regulatory fines, and lower financial crime write-offs.



A Multinational Enterprise Achieves Data Harmonization of Skills

A large global enterprise which is engaged in several skill and reskilling initiatives across its organization was challenged with maintaining a standard taxonomy/ontology. This was particularly challenging for them because they were "many businesses in one:" energy, software, and digital transformation. Being such a vast global company, they also had many HR platforms, legal aspects, and regional

requirements with which to contend. Fortunately, SkyHive's knowledge graph maintains the most comprehensive global ontology of jobs skills in the world—the only one to maintain a "fluid classification" system that provides access to the most updated information in real-time. With this skills intelligence, this customer was able to exponentially accelerate its transition to a skills-based organization, with streamlined job descriptions and employee and candidate skill ID and matching.