Mind the (skills) gap

PLURALSIGHT
THE TECHNOLOGY SKILLS PLATFORM

PLURALSIGHT — Save 50% — Save now — Limited time only

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KEYNOTE

London Tech Week 2023!

Championing Purpose-Driven Innovation

Tuesday, 13 June, 2023 @ 10:20am
Main Stage
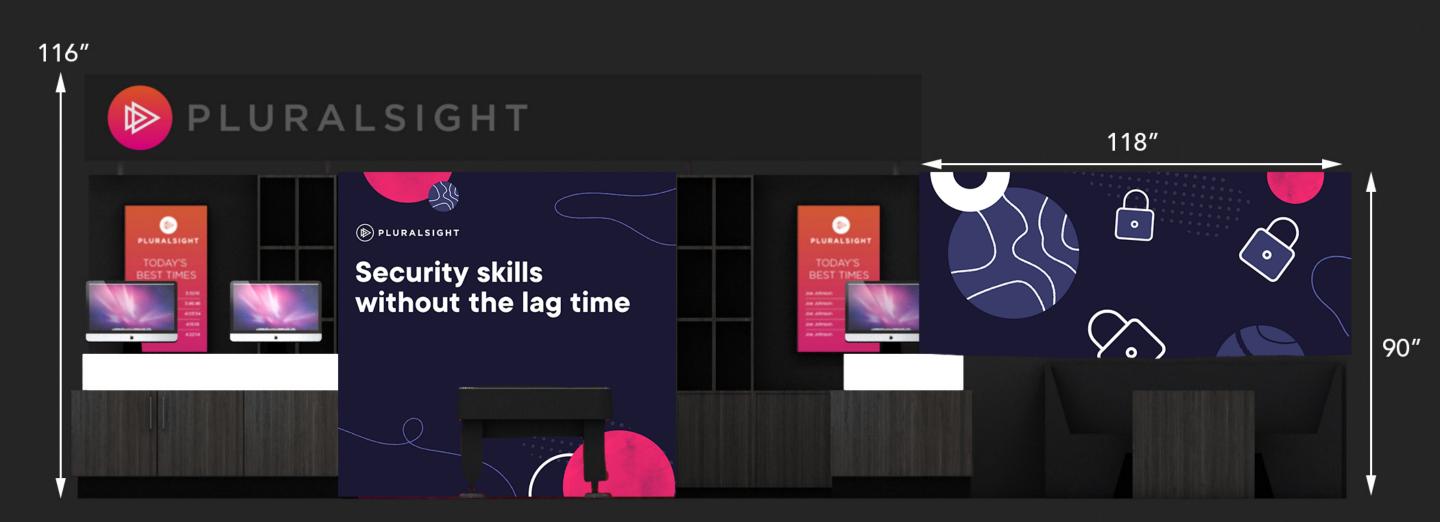
Aaron Skonnard
CEO, Pluralsight

LONDON TECH WEEK

PLURALSIGHT

London Tech Week 2023!

Human Potential -
The Secret to Innovation, Growth & Talent

Wednesday, 14 June, 2023 @ 3:30pm
Enterprise Stage

Chris Oliver
EVP of Channels and Services

LONDON TECH WEEK

116"

PLURALSIGHT

PLURALSIGHT
TODAY'S BEST TIMES

PLURALSIGHT
Security skills without the lag time

PLURALSIGHT
TODAY'S BEST TIMES

118"

90"

PLURALSIGHT + Sage

Sage:
Empowering teams to deliver customer-centric security

With the help of Pluralsight, Sage upskilled their employees at scale and sparked a culture of security across their engineering teams.

Download the case study

#SageSegments

Sage

The challenge

As they continued to scale their software and expand their cloud offerings, Sage, like other software organisations, faced increasingly varied security threats. The company does the right thing when it comes to security, believing strongly in their commitment to their customers, and in being the custodian of their customers' data. Sage understands that the foundation of customer trust is secure and reliable software.

So as Sage grew—along with the complexity of its tech stack—a need emerged for an enhanced focus on security across the organization.

Rather than rely on a siloed security team, leaders at Sage landed on an ambitious goal: to build a culture of trust in which every colleague, particularly those in engineering teams, feels empowered and confident when it comes to security.

Who they are

Sage exists to knock down barriers so everyone can thrive, starting with the millions of small and mid-sized businesses served by them, their partners, and accountants. Customers trust their finance, HR, and payroll software to make work and money flow. By digitising business processes and relationships with customers, suppliers, employees, banks, and governments, their digital network connects SMBs, removing friction and delivering insights. Knocking down barriers also means Sage uses their time, technology, and experience to tackle digital inequality, economic inequality, and the climate crisis.

23
Global offices

Headquartered in
North Tyneside, United Kingdom

2 million
global customers

Founded in
1981

The solution

Better upskilling. Better security. Better business outcomes.

After partnering with Pluralsight to roll out their upskilling program, Sage saw big improvements in security proficiency on their engineering team. There was an enormous drop in the time it took to fix security vulnerabilities, showing that developers have written fewer new vulnerabilities and had more time to fix old ones.

A new enthusiasm for security immediately became visible in Sage's culture. Although well-established, the company's Security Champion Network was placed on a more strategic footing with dedicated support, training, and organisation designed to empower engineering teams and build security capability. This network is a group of 180 engineering employees—developers, testers, architects, and more—who drive transparency and consistent communication between security and product. These engineers dedicate 3.5 hours a week to helping the security team implement new tooling, raising security issues, and serving as a general point of contact for the organisation.

In an effort to simplify their complex tech stack and better secure their org, Sage leveraged the power of Pluralsight's upskilling solution. From vast content libraries that allowed them to upskill on all areas of their tech stack to Skill IQ, which provides data-driven insights on upskilling progress and areas for improvement, Sage team members received learning experiences tailored to the company's needs and their current proficiency. Leaders derived immense value from Pluralsight's KPI measurement capabilities, using our platform to accurately measure the impact of upskilling efforts on Sage's products. A defining feature of the success of the programme was the engagement between the two organizations to achieve Sage's goal— to build a culture of trust where all colleagues are empowered when it comes to security.

> " We want everybody at Sage to understand that the culture at Sage is one where everybody is empowered and confident when it comes to security, no matter what role you're working in."
>
> — *Madeline (Mads) Howard, People-centered Security Lead at Sage*
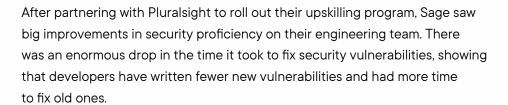
What we're learning

Java   *PHP*   *C++*

Key benefits of Pluralsight for Sage

Continuously **upskilling**
Sage has empowered their engineering workforce to continuously upskill within the unified Pluralsight platform.

60% learn more than recommended
Over 1,300 Sage engineering employees learn new skills weekly and stay accountable to quarterly upskilling goals, with 60% of team members doing more than the recommended courses.

Map the **impact** of upskilling
Pluralsight Skills helps Sage employees track their learning progress and map the impact of upskilling efforts to delivery outcomes.

82% reduction in time
Since partnering with Pluralsight, Sage has seen a staggering 82% reduction in time to address security vulnerabilities.
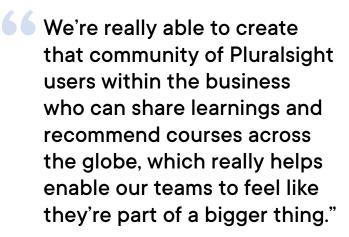
The next steps

Building a culture of continuous learning

Sage's security by design philosophy was supported by Pluralsight's upskilling platform. They've continued scaling their software, but they're now armed with better security knowledge and the confidence to tackle any vulnerabilities that may arise.

Meanwhile, Sage has firmly embedded a focus on security on a cultural level. Engineers at Sage are still using Pluralsight Skills for consistent upskilling—not only in security, but across our full spectrum of tech topics—that expands their skillsets and reinforces a culture of continuous learning and improvement. The objective for Sage was to build measureable security capability over time, rather than create a tick box exercise for training.

As employees continue to learn enthusiastically, the company is aiming to build out comprehensive security Skill IQs and Role IQs for each of its technology stacks. All in all, the Pluralsight upskilling solution continues to spark curiosity and confidence by helping Sage employees make continuous tech skill development a core part of everyday life.

> "We're really able to create that community of Pluralsight users within the business who can share learnings and recommend courses across the globe, which really helps enable our teams to feel like they're part of a bigger thing."
>
> — *Madeline (Mads) Howard, People-centered Security Lead at Sage*
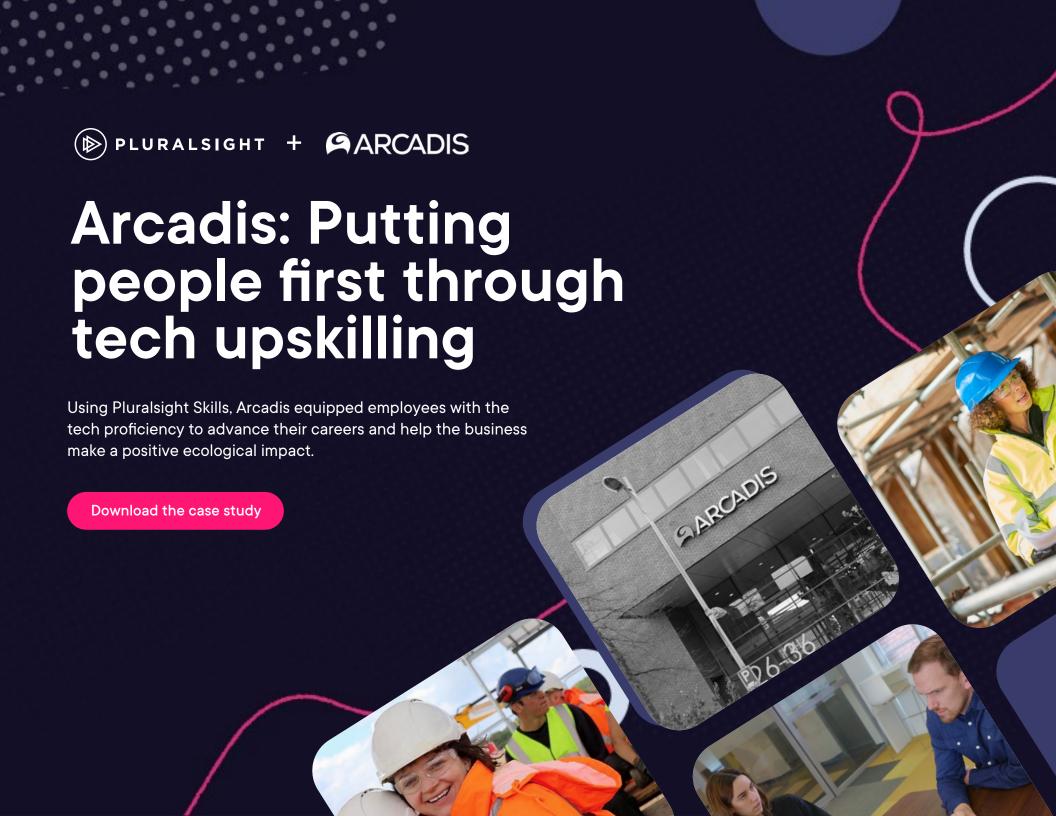
Ongoing partnership and support

"They really understand what we want to do as a business, our ambitions, and what we want to get out of the platform. We don't know the platform as well as Pluralsight does. Knowing you've got somebody that can show you the features and help you deliver the most effective program you can is 100% a partnership, it's not just us purchasing something."

— *Madeline (Mads) Howard, People-centered Security Lead at Sage*

Want to increase the speed of innovation at your organization?

Learn more

PLURALSIGHT + **ARCADIS**

Arcadis: Putting people first through tech upskilling

Using Pluralsight Skills, Arcadis equipped employees with the tech proficiency to advance their careers and help the business make a positive ecological impact.

Download the case study

The challenge

With over 100 years of experience delivering sustainable architecture and engineering consultancy solutions, Arcadis was at a crossroads. They needed a way to upgrade outdated upskilling methods (like manual data tracking and spreadsheets) into efficient, scalable tools built to deliver customer value and improve quality of life around the world.

In keeping with their long-standing value of putting their people first, Arcadis aims to empower all employees to become proficient in the most up-to-date digital tools. That means finding a solution for better tech upskilling, better skill tracking, and a stronger focus on digital fluency for all.

Who they are

Arcadis is the world's leading company delivering sustainable design, engineering, and consultancy solutions for natural and built assets. They are more than 36,000 people, in over 70 countries, dedicated to improving quality of life.

Founded in
1888

Headquartered in
Zuidas, Amsterdam, Netherlands

27,000+
employees globally

350+
offices globally

> **"To reduce technical debt, we have to start by investing in our employees."**
>
> — *Freek Matheij, Global Citizen Development Director*
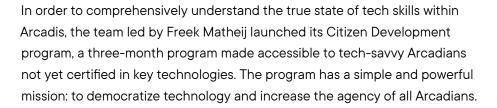
What we're learning

Cloud	AI	Software design	Security

The solution

Tech skills, democratized

In order to comprehensively understand the true state of tech skills within Arcadis, the team led by Freek Matheij launched its Citizen Development program, a three-month program made accessible to tech-savvy Arcadians not yet certified in key technologies. The program has a simple and powerful mission: to democratize technology and increase the agency of all Arcadians.

To power the Citizen Development program, Arcadis leveraged the Pluralsight Skills platform. With its breadth of expert-led content, hands-on learning, and tailored Skill IQ and Role IQ assessments, Skills was a natural fit for Arcadis's mission. Executives at the company saw the analytics and quickly bought into Citizen Development. In fact, they liked it so much that the conversation became a question not of cost, but of how many people could complete the program.

By enabling Arcadians with technology skills, the company became better equipped to address real-world challenges and freed up resources for strategic initiatives and the larger needs of the business.

Key benefits of Pluralsight for Arcadis

Digital fluency

Pluralsight Skills has driven a 40% increase in tech proficiency and empowered Arcadians to transition into more technical roles.

Better security

Thanks to Pluralsight Skills, Arcadis has seen fewer security vulnerabilities, fewer tickets, and more time for innovation.

Better skill measurement

Pluralsight's Skill IQ and Role IQ assessments offer accessible, data-driven reporting on the state of tech skills within Arcadis.

Enhanced sustainability

Upskilling has increased personal productivity, reducing the amount of time spent on repetitive tasks and making it easier for Arcadis to focus on making a positive ecological impact.

The next steps

Expanding people-first learning opportunities

As Arcadis Global Technology Officer, Bram Mommers, puts it, "Upskilling our staff, investing in our staff, and training are super important to make sure we get to where we want to be. In the end, it's all about our people."

The Citizen Development program is only the beginning. In the future, Arcadis hopes to expand it into an "expedition program," with over 2,000 Arcadian Citizen Developers involved.

This year and beyond, company leadership will remain focused on envisioning new ways to equip Arcadians with digital capabilities and put them in a better position for career advancement.

> "It's not about cost anymore. It's about how many people we can get through the program."
>
> — *Melissa Planas Risi, Citizen Development Consultant*

> I have used different learning platforms, but Pluralsight is by far the best one. It has awakened a hunger to keep learning even more."

— Charlie Torres, Citizen Development participant

Want to increase the speed of innovation at your organization?

[Learn more]