

The Digital Talent Gap

It truly is all about talent in this digital age. The transformational effect that RPA & AI bring to companies has created a serious shortage of experienced & qualified people who can meet the digital talent demand.

According to a report published by Capgemini, 54% of organizations agreed that the digital talent gap is hampering their transformation programs and that their organization has lost competitive advantage because of a shortage of digital talent. The same report found that on a global scale, the United States had the highest percentage (70%) of organizations acknowledging the widening digital talent gap.

Frank Casale, Founder at IRPA AI, sat down with Marisa Slatter, Manager at Capgemini Digital Transformation Institute who led the research for this report, to get a deeper understanding of this issues in this interview.

Q In your report, you mentioned that 54% of organizations agreed that the digital talent gap is hampering their transformation programs and that their organization has lost competitive advantage because of a shortage of digital talent. What do you foresee happening to companies who don't address the digital talent gap?

A If companies don't address the digital talent gap, I think it will be a significant challenge for them to remain competitive. Not only will they struggle with acquiring the appropriate talent needed to be successful, they will also struggle with retaining the talent that they have today, especially given that digital talent want to be a part of organizations where their peer group is also digitally talented.

If companies are not prioritizing learning and developing their employees, they risk losing existing talent. Our research shows that 55% of digitally talented employees say they are willing to move to another company if they feel their digital skills are stagnating at their current employer. Furthermore, these individuals are in such high demand that they have an easy exit option with many job opportunities.

Q On a global scale, the United States had the highest percentage (70%) of organizations acknowledging the widening digital talent gap. Why do you believe this is the case?

A In my opinion this could be because the talent gap is more acute in the U.S. or at least is perceived as more acute. I think what's driving this is a combination of the composition of the workforce and technological revolution occurring in the economy coupled with the lack of adequate training and development.

The Pew Research Center estimates roughly 10,000 Baby Boomers reach retirement age every day and these workers are leaving behind jobs that need to be filled, many with advanced technical knowledge required. Digital experience and comfort with technology is a need-to-have in today's job market.

Our educational systems are not necessarily equipping students with the right combination of soft and hard digital skills to be competitive. More so, corporate education and training does not appear to be picking up the slack. Our research found that 52% of digital talent believe that the training programs designed by their organization are not helping them gain new digital skills.

Q Why do you believe the digital talent gap is growing?

A The simple answer is demand for digital talent is much greater than the supply of digital talent. But of course, when you look under the hood, you see many different complexities that add to the growing gap.

As I referenced before, drivers of the talent gap include the lack of robust education in STEM disciplines and soft skills in our secondary and postsecondary schools, aging of the workforce, inadequate learning and development offered by employers, the pace of change due to digital technologies, among other reasons.

Q More than half of employees said that their organization lacks qualified professionals in soft and hard digital skills. Why do you believe organizations are facing this challenge?

A Our research actually found that the talent gap in soft digital skills is more pronounced than in hard digital skills. Soft skills are such an important component to a well-round professional and are typically overlooked as the focus often tends to be on technical skill development.

However, soft skills are critical for success across nearly every job and industry. I think one driver to this gap is that soft skills are incredibly hard to teach. Many people might think that presentation or communication skills come naturally, yet in fact those skills often take years to master.

At the Institute for Robotic Process Automation & AI (IRPA AI), we pride ourselves with keeping our finger on the pulse of the industry. After hearing feedback from our members, we found that the digital talent gap is affecting many companies across the U.S. and Canada, specifically.

One of our members said it best when they said, "I've got the tech, now where's the talent?"

In response to this need, IRPA AI partnered with Ruta N, a Colombian 100% public institution owned by the City Mayorality that is dedicated to the development of innovative technology-based businesses, to launch the Digital Americas Pipeline Initiative.

Connecting the North and South American marketplaces through our RPA & AI talent hubs in New York and Medellin, Colombia, the Digital Americas Pipeline Initiative will provide companies with direct access to trained, experienced and certified RPA and AI professionals on demand and at scale.

To discuss how you can get direct access to trained, experienced and certified RPA and AI professionals on demand and at scale, email info@digitalamericas.ai to schedule a call. To learn more about the Digital Americas Pipeline Initiative, visit www.DigitalAmericas.ai.

About Frank Casale



Frank J. Casale is Founder and CEO of the Outsourcing Institute (OI) as well as the Institute for Robotic Process Automation (IRPA). Established in 1993, OI is a global marketplace and community of 70,000+ executive members including leading practitioners, service providers, advisors, thought leaders, industry observers and analysts. The mission of OI is to leverage the collective wisdom and best practices of this evolving outsourcing ecosystem along with the latest abilities of internet technologies to enable powerful alternatives for learning, networking, career development, publishing, transacting and relationship management for those in the outsourcing arena.

About Marisa Slatter



As a Manager in the Digital Transformation Institute (DTI), Capgemini's in-house think tank, Marisa Slatter works closely with industry leaders and academics to help organizations understand the nature and impact of digital disruptions. Prior to her time with the DTI, Marisa was a Manager in Capgemini Consulting's Digital Strategy practice where she advised clients on how to transform the way they engage with their customers and to re-align their organization, employees, and operations to be more efficient, effective and profitable. She has over ten years of consulting experience in digital transformation, strategy, operations, customer experience, and marketing/branding across multiple industries including Financial Services, Higher Education, Life Sciences, and Professional Services.