

Technology Firm - Predicting & Preventing Employee Attrition

1. The Context

Even for large companies, success or failure can depend on a small number of very highly skilled employees.

- Our client wanted to answer the following question: How can HR teams keep their top talent happy and avoid losing them to the competition?
- The challenge lies in identifying which employees are at risk of leaving – what data should we look at and how can we actively target these employees to retain them?
- Losing very highly skilled employees can disrupt and affect the success of the company, especially when senior employees leave and take valuable knowledge and IP with them

2. Our Challenge

RUBIX. were engaged to develop a ML solution that was able to ingest and understand employee feedback and identify those that were at risk of attrition

- We worked in a blended environment in conjunction with the client's business and HR teams to ensure that the solution met their requirements at all stages of development
- We utilized our extensive experience in Natural Language Processing (NLP) and its applications when trying to optimize written results in a production environment.
- We used advanced analytics and NLP to assess employee satisfaction and develop machine learning retention models that identify the key causes of attrition for highly skilled engineers and other employees.

3. How we Triumphed

Using our previous experience in Data Science and productionising machine learning models into an existing environment with legacy systems, RUBIX. were able to successfully deploy the model into the client's existing architectural landscape with minimal compatibility issues

- Employee satisfaction surveys sentiment score increased by 22% in the positive sentiment.
- A 12% decrease of employee turnover rate for the next financial year.
- The HR analytics team has become a valued advisor for the company's executives, helping them understand how management style affects staff satisfaction, and how best to incentivize and retain key employees.

The client reported a **12% decrease** in employee turnover rate for the next financial year as a direct result of the model's outputs