

MuchSkills G-Cloud 14 Service

Definition

Skills intelligence and workforce planning platform

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Supplier: MuchSkills AB (Org. nr. 559282-2521)

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1. Service overview

MuchSkills is a skills intelligence and workforce planning platform that gives public sector organisations a live, trusted, searchable map of every employee's skills, certifications, motivations and availability. It supports strategic workforce planning, skills taxonomy management, skills passports, capability mapping, skill gap analysis, internal mobility, upskilling, reskilling, certification tracking and audit-ready compliance reporting.

The platform is in use across central government, defence, healthcare, financial services and global enterprises in over 20 countries. The largest single deployment covers approximately 55,000 civil servants. MuchSkills has been named a Major Contender in the Everest Group Skills Intelligence Platforms PEAK Matrix in 2025 and 2026.

Built for UK public sector buyers

MuchSkills directly supports the workforce strategy priorities of UK central government, the wider public sector and arm's length bodies. It enables the workforce capability mapping, skills passport portability and cross-departmental mobility outlined in the Civil Service People Plan 2024 to 2027, and provides the structured competence data NHS trusts, defence organisations and regulated bodies need for audit, certification tracking and ISO Clause 7.2 compliance.

Primary use cases

- Strategic workforce planning and capability mapping at organisation, directorate and team level
- Skills taxonomy creation, maintenance and governance, generated using AI or imported from existing competency frameworks
- Skills passports: portable, employee-owned profiles with verified skills and certifications
- Skill gap analysis at organisation, role, team and individual level
- Internal mobility, redeployment and skills-based team building to reduce contractor and external recruitment spend
- Certification tracking with expiry alerts, audit trails and compliance reporting for ISO 9001 Clause 7.2, regulated industries and professional accreditations
- Upskilling and reskilling pathways linked to LMS content
- Workforce capacity, utilisation and bench visibility reporting

2. Why MuchSkills

Adoption that lasts

The hardest problem in skills intelligence is not capturing skills once, it is keeping the data alive. MuchSkills is engineered for adoption. The platform combines a patented rating methodology (the Goldilocks Scale, US Patent 11,966,575 B2), social transparency, employee-owned profiles and Skill Will motivation tracking. Höegh Autoliners, a Norwegian enterprise customer, achieved over 90 per cent workforce profile completion and uses MuchSkills learning data in their annual strategy reporting. Customers consistently report higher engagement than they experienced with previous HR systems.

Proven at scale

Deployed by Phillips Consulting for the Nigerian Federal Civil Service skills assessment, approximately 55,000 civil servants across 46 ministries. The largest skills assessment programme ever conducted on the MuchSkills platform, and a proof point for partner-led delivery at national-government scale.

Audit-ready compliance

Certification tracking with full change history, automated expiry alerts, custom certification lists and audit trails. Used by ISO 9001 and AS/EN 9120 certified manufacturers, ISO 27001 software businesses and regulated industries that need to evidence workforce competence under ISO Clause 7.2 and similar frameworks. The audit trail (v5.0, released March 2026) records every change to skills, certifications and validations with timestamps, user attribution and reason codes.

UK public sector reference: UK SBS

UK Shared Business Services (UK SBS) deployed MuchSkills in 2025 for approximately 600 employees, integrating with Microsoft Entra (Azure AD) via SAML SSO. UK SBS delivers shared business services to UK Research and Innovation, the Department for Business and Trade, and other central government clients.

Third-party validation

Named a Major Contender in the Everest Group Skills Intelligence Platforms PEAK Matrix for two consecutive years (2025 and 2026), recognising vision, capability and market impact in a category that includes Workday, SAP SuccessFactors, Gloat, Eightfold and Degreed.

3. Features

- **Skills taxonomy and competency mapping:** Import an existing taxonomy, generate one using AI from a job catalogue, or build from scratch. Edit, version and maintain over time.
- **Skills passports:** Portable employee profiles with self-reported skills, manager-validated skills, certifications, badges, work history and languages. Owned by the employee, portable across roles.

- **Strategic workforce planning:** Organisation-wide capability heatmaps, scenario modelling and succession risk views. Identify where capability gaps will appear before they become operational issues.
- **Skill gap analysis:** Run gap analysis at organisation, directorate, team, role and individual level. Each employee sees their personal fit to every published role and which skills to develop next.
- **Internal mobility and team building:** Build skills-based teams for projects, programmes and surge demand. Match people to roles and assignments by skill, certification, availability and motivation. Reduce contractor and external recruitment spend.
- **Certification tracking:** Track external certifications (ISO, PMP, AWS, security clearances, professional accreditations) and internal qualifications. Automated expiry alerts. Full audit trail with change history and reason codes.
- **AI Super Search:** Natural-language search across the entire workforce simultaneously, skills, certifications, languages, availability. Returns ranked candidates in seconds.
- **Skill Will motivation tracking:** Capture not just what an employee can do, but what they want to do. No competing platform tracks this. Used to surface hidden internal talent and improve retention through aspiration-led development.
- **Real-time utilisation reporting:** Workforce capacity, project allocation, bench visibility and absence overlay. Integrates with HR systems to sync vacation and availability automatically.
- **Goal setting and development planning:** Skills-based personal development goals visible to employees and managers. Linked to LMS content for recommended learning.
- **Native HRIS, LMS and SSO integrations:** Eleven native HRIS integrations including Workday, SAP SuccessFactors, Personio, BambooHR, HiBob, Dayforce, CatalystOne, Zoho and Microsoft Entra (Azure AD). LMS integration including Vesipio (proven at scale with 50,000 courses synced). REST API and webhooks for everything else.
- **Self-service reporting and dashboards:** Real-time dashboards for administrators and managers showing platform usage, profile freshness, certification status and skill coverage.

4. Architecture, hosting and security

Cloud architecture

Item	Detail
Cloud hosting	Amazon Web Services (AWS), Stockholm region (eu-north-1)
Data residency	European Economic Area (EEA), under EU jurisdiction
Database	MongoDB Atlas, encrypted at rest

Frontend	React / TypeScript
Backend	Node.js
APIs	REST and webhooks; full OpenAPI (Swagger) documentation
Authentication	SAML 2.0 SSO, OAuth 2.0, optional SCIM provisioning, MFA, username/password
Browsers	Chrome, Edge, Firefox, Safari, Opera; desktop and mobile

Security

Control	Detail
Encryption in transit	TLS 1.2 or above
Encryption at rest	AES-256
Access control	Role-based permissions, MFA, audit logging
Penetration testing	Annually, by a third-party external organisation
Vulnerability management	Continuous monitoring, automated patching, industry threat-intelligence feeds
Incident response	24 to 72 hour resolution windows; GDPR regulator notification when required
Backup frequency	Every 6 hours
Backup retention	Encrypted backups with disaster recovery testing
Data sanitisation	Deleted data is not directly accessible; backups purged after 90 days

Data protection and compliance

MuchSkills is fully GDPR-compliant and EU-hosted. The platform aligns with ISO 27001 and SOC 2 practices through our AWS and MongoDB Atlas infrastructure. All third-party integrations are evaluated for security and compliance posture. A Data Processing Agreement (DPA) is signed as part of every Enterprise engagement. The complete security and privacy documentation is available at <https://www.muchskills.com/security-privacy-center>.

Government security clearance

MuchSkills supports up to Baseline Personnel Security Standard (BPSS). Suitable for OFFICIAL classification workloads. For higher classifications, please contact us to discuss requirements.

5. Service levels

Metric	Standard	Premium (Enterprise)
Availability	99.9% monthly uptime	99.9% monthly uptime
Performance	Under 500ms response for 95% of interactions	Under 500ms response for 95% of interactions
Backup frequency	Every 6 hours	Every 6 hours
RPO (recovery point)	6 hours or less	6 hours or less
RTO (recovery time)	Under 24 hours	Under 24 hours
Support hours	Mon to Fri, 08:00 to 18:00 CET	Daily, 08:00 to 20:00 CET
Support channels	Email, in-app chat	Email, in-app chat, phone
Standard response	Within 48 hours	Within 24 hours
Critical issue response	Within 24 hours	Within 1 hour
Dedicated CSM	No	Yes

Scheduled maintenance is announced in advance and performed during off-peak hours. Outages are communicated to customers by email as soon as detected. Performance metrics are monitored continuously and reports are available on request.

6. Onboarding and offboarding

Onboarding

Standard onboarding takes 4 to 8 weeks for an initial deployment and includes:

- System setup, configuration and SAML SSO or HRIS integration
- Skills taxonomy creation, modification or import from an existing competency framework
- Skill gap, risk and opportunity analysis workshop
- Online training for administrators, managers and end users
- Optional onsite training and leadership workshops
- Change management support for organisation-wide launch

MuchSkills retains one of northern Europe's leading experts in skills and competence mapping. Professional services are scoped per engagement and quoted separately.

Offboarding and data extraction

Customers can extract their data at any time via the REST API or as CSV or Excel exports. Upon contract end, the system enters a read-only state and customer data remains accessible for 12 months via API or web interface. Data deletion can be requested at any time. After deletion, data is purged from production immediately and from backups within 90 days.

7. Pricing

Per-user-per-year pricing of £51.40 to £55, depending on volume and term. Educational and non-profit discounts available. Free trial of one to three months available for evaluating buyers. Multi-year agreements available. The pricing document submitted alongside this service definition contains the full per-tier breakdown.

Professional services (taxonomy design, implementation, training, leadership workshops) are quoted per engagement and included in a separate Statement of Work. Custom integrations beyond the eleven native HRIS integrations may incur additional fees, agreed in advance.

8. Responsibilities

Area	MuchSkills	Customer
Hosting and infrastructure	Provide secure, reliable AWS cloud infrastructure	Access via supported devices and browsers
Data security	Encrypt data, manage access controls, conduct audits	Maintain password hygiene; report security incidents
Backup and recovery	Automated encrypted backups, DR testing	Understand retention timeline; request exports if needed
Support	Respond within SLA windows	Provide clear, complete information when opening tickets
Compliance	Maintain and share security, privacy and legal policies	Review and align with internal risk and legal policies
Integrations	Maintain APIs and ensure secure data flows	Configure and use integrations per documentation
Data accuracy	Provide tools for data review and validation	Enter accurate, authorised data; manage user lifecycle
Training	Deliver onboarding, training and self-service resources	Ensure users complete training and understand the platform

9. Social value

Fighting climate change

MuchSkills is hosted in AWS Stockholm, one of AWS's most efficient regions and powered by renewable energy. The platform itself reduces unnecessary travel and physical infrastructure dependency, supporting remote and hybrid working patterns that lower commuting emissions for our customers' workforces.

Equal opportunity

MuchSkills makes skills and competencies visible across an organisation, surfacing hidden talent that traditional hiring practices and workplace visibility patterns often miss. This is particularly powerful for remote workers, neurodivergent employees, introverts and minority groups whose skills are otherwise overlooked. Skills-based team building, internal mobility and goal setting create a more equitable route to opportunity and progression.

Wellbeing

The platform is grounded in strengths-based development research: employees who work with their strengths report higher engagement and wellbeing. Skill Will motivation tracking captures aspiration, not just capability, enabling managers to lead with strengths-based interventions in one-to-ones and development conversations. Career pathway visibility supports retention and reduces the burnout associated with stagnant roles.

10. Change management

Platform updates and new features are announced via email and in-app notifications. Breaking changes are communicated at least 5 working days in advance. Detailed changelogs are maintained on the MuchSkills platform and linked from major release announcements. Live chat support and the help centre are available throughout transitions. MuchSkills engages in continuous dialogue with customers and end users to gather feedback that shapes the product roadmap. Enterprise customers have a direct line to the Head of Product through their dedicated Customer Success Manager.

11. Termination and exit

Termination process

Customers can terminate by written notice or directly through the software interface. Enterprise customers follow the notice period specified in their contract. Standard SaaS subscriptions continue until the end of the paid period.

Data access and deletion

Customers can export data at any time via the REST API or CSV or Excel export. Data is retained for 12 months post-termination, during which customers retain access. Data is deleted on request or at the end of the 12-month period, and purged from backups within 90 days.

Transition support

The REST API supports migration to any successor platform. Full API documentation is publicly available at <https://app.muchskills.com/api/docs/>.

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