verify.it

Case Study

How Netcetera relies on the currency of the future of work for increased employee engagement

The vehicle behind the currency of the future of work

The rapid advancement of technology enables the fast paced development of the modern economy. In the highly competitive market, companies are in constant growing mode while striving to preserve high levels of productivity. The nature of the work is constantly evolving and changing, thus putting the pressure on the **flexibility and adaptability of the workforce.** The ability to acquire new skills has become a necessity. It is no surprise that the most successful companies are the ones that are able to **cultivate a growth mindset for lifelong learning** on all levels.

The good news is that the development of technology also resulted in dramatically **improved accessibility of knowledge**. It is widespread, available in multiple delivery formats, and increasingly well integrated into the companies' ICT systems. As the content is optimized to be consumed in incremental doses, **learning** is no longer something you do as a preparation for work, but rather, it is something that is happening **in the flow of work.**

Even with all advancements in place, it is still a **challenge to maintain consistently high motivation in the workplace**. There is one clear take away from the emergence of Massive Open Online Courses (MOOCs) providers in recent years: the drop rate of students is significantly reduced by offering a **certificate or badge on successful completion**. There are multiple reasons for it:
- the certificate provides a real sense of accomplishment to the recipient
- the certificate can be used for verification of the skills of the recipient
- the certificate is an important data point in the career advancement of the recipient

As **skills** are emerging **as the currency of the future of work**, the underlying **digital certificate** that acts as their representation **is the vehicle that enables it.**

A quarter century of digital transformation

netcetera

Founded as an innovative Swiss startup back in 1996, **Netcetera is an international company today with offices in eight different countries**. The company provides cutting edge software solutions and digitization in the payment, transport, banking, healthcare, media and insurance industries.

As a **work home of 750+ experts** in both technology and industry domains, Netcetera is ideally positioned to offer all the necessary skills that lead from ideation to implementation of complex, large-scale projects and products. The high number of loyal employees is a testament to the strong company's culture, based on openness, personal responsibility and **willingness to continuously learn and share knowledge**.

The high quality and up-to-date education of employees is held in such high regard that, to ensure it, the company founded the **Netcetera University (NCAU)**. It has the ambitious goal to represent the future of **Netcetera education, training and certification for all locations and offices worldwide**.

A big part of the **NCAU** focus is the definition and nurturing of the right educational programmes. In order to do this efficiently, **NCAU** continuously keeps an eye on the existing activities in the company and the anticipated need in the future. The end result is a **tailor-made list of educational programmes** that are easily accessible and digestible for the employees. To maintain the high motivation of the employees, all the educational programmes are **backed by microcredentials** that act as the representation of employee's accomplishment. The received microcredentials have multiple functions: they serve as an acknowledgement of the employee's engagement, build up the employee's resume and also provide a strong data point in the career advancement. Whether it is a presentation on a specialized topic or successful completion of a course, **the employee knows that her activities are well-documented and incentivized at all times**.

BLOKVERSE

A program is only as good as the ecosystem that supports it. Taking this a step further, **Netcetera joined forces with Blokverse,** a startup focused on blockchain based solutions**, to co-create verify.it**, the next-generation **digital platform for complete lifecycle management of digital credentials**.

To allow for seamless issuance of digital certificates, it was essential to deliver an **enterprise-grade platform** that is flexible to address specific requirements, fits well within the existing NCA infrastructure and is in line with the existing regulations.

To address the specific Netcetera requirements, the following activities were done:

- the most important and mature parts of the **NCAU offering** were identified and **represented** with specific **microcredentials** in the platform
- **custom templates** for the microcredentials were developed using the corporate styling guidelines
- **integration with a qualified trust service provider API** has been done for the purpose of digitally signing the issued microcredentials
- the platform was **deployed in the Netcetera's data center** to utilize the already set up infrastructure

*To address the complexity of our daily work and successfully meet our customers' expectations, we are fostering an environment of life-long learning for our employees. In this regard, we provide offerings for developing both core and lateral skills that are relevant for building the required expertise in our company. Therefore, we recognize the value of having a solution for managing microcredentials that represent those skills. With its flexibility, the **verify.it** platform allowed us to not only capture the essence of our current offering, but also the ones that we are currently developing.*

Ljubomir Zivanovic, Head of Netcetera University

Tamper resistant verification

The novel approach of the **verify.it** platform is that it is **built on top of blockchain technology**. In recent years, it has emerged as a technological solution for building **tamper resistant** systems that could perfectly be used for **verification of issued digital documents.** Such an approach is superior to the manual and costly verification of the paper documents, which is often neglected due to the high expenses involved.

As the **verify.it** platform is based on a **permissioned blockchain network**, there is a need for **trust anchors** that will participate in the consensus protocol with their respective nodes. These trust anchors are the ones to enable the cryptographically based verification of the digitally issued certificates. In the verify.it case, the trust anchors are forming the **verify.it consortium,** that is **the international governing body behind the verify.it network.**

An integral part of the Netcetera offering is the **application and infrastructure hosting**, providing bespoke services & solutions for both internal and external customers in a highly secure environment. Given the vast experience of infrastructure hosting and a strong track record with the innovative technologies, it was a no-brainer for **Netcetera to act as a founding member of the verify.it consortium.**

We are proud to be able to participate in the ongoing education of our employees. ***verify.it*** *allows us to issue their accomplishments as digital credentials that are easily verifiable via the underlying blockchain platform. This novel approach perfectly fits our DNA as a company. By participating as a* ***trust anchor in the verify.it network****, we are committed to support the modern economy based on verifiable achievements.*

Dominique Ramelet, Chief HR Officer, Netcetera