



CUSTOMER SPOTLIGHT

S44

PILOT & S44's BACKGROUND

S44 is a pioneering professional services company, specializing in custom software solutions that bridge real-world needs with digital experiences for clients. With a virtual-first operation spanning the United States and Germany, they leverage their expertise in automotive, e-mobility, and energy sectors. S44's dedicated teams of software engineers and user experience designers craft innovative solutions, delivering substantial business impact for leading companies in the automotive and e-mobility sector. Their comprehensive software development expertise encompasses EV charging, fleet electrification, energy management, inventory systems, product configurators, personalized vehicle recommendations, and virtual showroom software. S44 is not just a service provider; they are a strategic partner shaping the future of digital innovation.

Learn more at www.s44.team

PILOT is an award-winning employee development program designed to retain and develop employees through consistent weekly reflection activities, guided manager feedback, executive fireside chats, and group coaching. Employees are grouped into intra-company cohorts and coached in an innovative curriculum focused on core career skills. PILOT's mission is to make everyone feel powerful at work, with a program that is virtual, accessible, scalable, and proven.

Learn more at www.pilot.coach

In 2022, Helen Scalise, Chief People Officer at S44, sought an external vendor to provide impactful career development. The vision was to empower employees to advocate for themselves and the betterment of the company by growing their self-reflection skills and leveraging their own voice and power. To accomplish this, S44 wanted a solution that would work for their employees across two continents, result in measurable impact, and would not require additional staffing to implement. Helen chose PILOT, and the first cohort of S44 employees successfully ran in 2022 alongside her broader people strategy. Helen has continued to fiercely champion the program while bringing in Bailey Gerber, People Ops Generalist, to assist in the successful launch of the second cohort for S44 in 2023.

By 2024, S44 will have empowered more than 65% of their employees to take charge of their careers through the PILOT program. This is an outstanding figure for a growing tech company, and sets them apart from other tech companies who often delay employee development for years. Additionally, five executives will have dedicated their time to leading "Fireside Chat" sessions which is a unique chance for employees to connect with and learn from leadership directly. Managers of participants have provided pointed development feedback throughout the program as well.



Helen Scalise, Chief People Officer at S44, joins leaders from S&P Global, Diageo, Hearts & Science, and Justworks for a PILOT event.

The 2022 cohort consisted primarily of managers with a few individual contributors. This cohort focused on the Engineering Team, as Helen knew that empowering these employees to be better advocates would positively impact the company. The 2023 cohort consists of individual contributors identified through a nine-box grid as having high potential with room to grow. This group of people was invited to join the program, resulting in 16 employees across the organization who enthusiastically opted in.

"I'm really grateful for getting this opportunity. Setting time aside to grow my career is a gift. Thank you!"

2022 PILOT COHORT MEMBER,
S44

THE IMPACT OF PILOT AT S44

In 2022, S44 deployed PILOT to provide foundational tools to encourage learning, self-development, and foster a culture of improvement. S44 expected to see high impact and engagement throughout the 6 months which demonstrated that PILOT was benefiting the employees' careers. Read on to see the data from the 2022 cohort.

The cohort grew in all of PILOT's core competencies of career ownership. The PILOT core competencies are: Inward Reflection, Soliciting Feedback, Self Advocacy, and Taking Action. Employees assess themselves at the beginning, middle, and end of PILOT.

100% of surveyed respondents said being selected to participate in PILOT made them feel valued by S44. This result was outstanding and helped improve company loyalty and morale.

91% of S44's Members Engaged Monthly with PILOT; above industry standard. PILOT offers a variety of ways for members to engage and grow, allowing for the majority of participants to consistently receive guidance, learning, and support during the program. For comparison, L&D online Monthly Average Usage benchmark is 10-15%. PILOT's benchmark is 71%.

Participants who felt powerful at work increased by 26 percentage points from the beginning to the end of PILOT. 74% of S44 employees said they felt powerful at work at the start of the program, and by the time PILOT ended, 100% said they felt powerful at work.

S44's employees and their managers noted that taking action was the biggest growth factor in the first cohort's development. Despite competing priorities, employees felt that they were able to focus more on the tasks at hand and get what they needed to be successful. This was especially important for folks receiving development at S44 for the first time, and bridging cultural barriers in a global team. Additionally, the consistently high product usage throughout the 6 months was a testament to the expectations set by the People Team, engagement from managers and other leaders at S44, and the enthusiasm from the participants. The Monthly Average Usage from S44's first cohort is some of the highest ever seen in PILOT's history.



CEO Julian Offermann provides a strategic vision for the growth and impact of S44.

In addition to the work of Helen and the People Team, CEO Julian Offermann offered phenomenal support and guidance to the PILOT program. Julian stepped up as the first executive for a Fireside Chat, which had a positive impact on company morale and participation in the program. Julian also attended the summary call with the PILOT team, offering ideas to employee challenges and aligning on measurements of success.

With PILOT's profound impact resonating throughout this dynamic organization, S44 is poised to enhance its role as a steadfast partner for both its current and prospective clients.

The caliber of talent within S44 is not only strategic, but also deeply committed to ongoing growth and collaboration. These remarkable attributes yield substantial benefits, not only within the internal dynamics of S44 but also in fostering stronger connections with external partners. This heightened dedication to excellence is set to elevate the quality of work delivered to S44's valued clientele.

"PILOT was able to guide me to identify a need that I had inside but was not able to realize myself."

2023 PILOT COHORT MEMBER,
S44