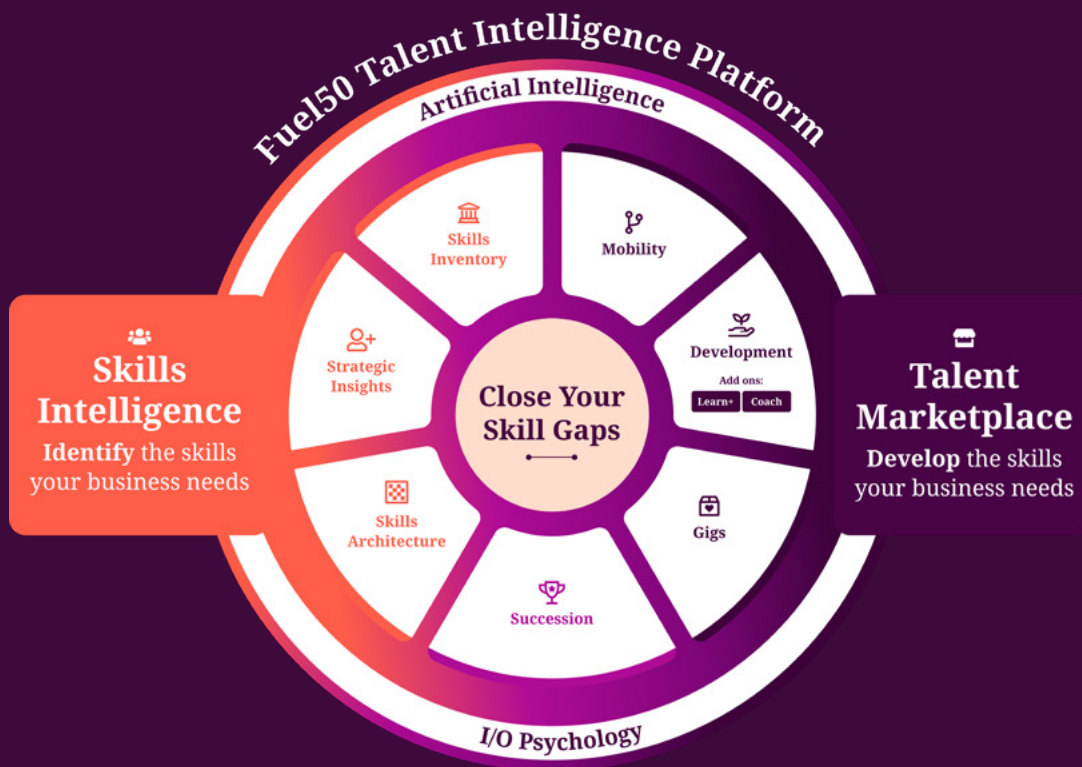




Talent Marketplace Platform Evaluation Kit

Your Guide to Selecting the Right Platform for Skills-Based Growth, Mobility, and Workforce Agility



Join the **people-first** skills revolution



At Fuel50, we speak with hundreds of HR and talent leaders every year about how they approach the shift to skills-based talent strategies and internal talent marketplaces. Their concerns range from **how to align a marketplace with business goals** and **govern complex skills data** to **managing change fatigue**, **protecting AI transparency**, and **ensuring adoption among managers and employees**.

To help you evaluate platforms with confidence, we've compiled a practical checklist of the **key questions, decision criteria, and red flags** to consider when assessing a talent marketplace solution. Use this guide to compare vendors, structure internal discussions, and ensure your investment delivers measurable workforce and business impact



1. Strategic fit and business impact

Determine whether the platform drives measurable outcomes that align with your organization's priorities.

Questions to ask:

- What measurable business outcomes have your clients achieved (e.g., internal fill rate, retention, skill visibility)?
- How does your platform connect talent mobility to organizational goals like transformation, reskilling, or workforce planning?
- How do you define and measure ROI?
- Can the system reveal predictive insights about skill gaps or emerging talent needs?

What a good candidate looks like:

- ✓ A clear link between platform outcomes and business metrics like mobility, retention, and engagement
- ✓ Case studies show impact
- ✓ Predictive dashboards for workforce and skill analytics



2. Skills intelligence and ontology design

Review the foundation of how the platform structures, validates, and evolves your skills data.

Questions to ask:

- How is your skills ontology built and maintained? Is it proprietary or third-party?
- Can it harmonize multiple sources (e.g., HRIS, LXP, ATS)?
- How does the system infer skills from existing data (learning history, performance, job titles)?
- How often is the ontology updated with new or emerging skills?
- Can we customize taxonomy language to match our organization's tone and structure?

What a good candidate looks like:

- ✓ Transparent ontology logic
- ✓ Configurable taxonomies that evolve with your business
- ✓ Role-based proficiency levels (basic to expert) and evidence-based validation methods

3. AI governance, transparency and ethics

Evaluate how safely and transparently the AI models make recommendations and handle data.

Questions to ask:

- What models power your AI matching? Are they explainable and auditable?
- How is bias tested, reported, and mitigated?
- How can administrators tune or disable specific AI behaviors?
- How do you ensure fairness across demographics, geographies, and roles?

What a good candidate looks like:

- ✓ AI explainability dashboards and bias audit reports
- ✓ Model cards, transparency documentation, and clear consent frameworks
- ✓ Strong governance alignment with enterprise AI or ethics committees

4. Employee and managerial experience

Rate the user journey for employees, managers, and HR partners.

Questions to ask:

- What is the “first moment of value” for an employee or manager?
- How does the platform encourage self-assessment and skill development?
- Can managers easily identify internal candidates or succession pipelines?
- How is visibility balanced to prevent confusion or unrealistic expectations?

What a good candidate looks like:

- ✓ Personalized, intuitive UX with clear navigation
- ✓ Encourages exploration and skill growth
- ✓ Clear visibility into growth paths, mentors, gig assignments, and learnin

5. Integration and technical architecture

Assess how well the platform integrates into your existing HR tech stack and handles data flow.

Questions to ask:

- What integrations are available (Workday, SAP, Degreed, LinkedIn Learning, SmartRecruiters, etc.)?
- How does the system handle data refreshes, sync failures, and updates?
- Is there an API for external analytics or BI dashboards?
- How long does a typical integration take?

What a good candidate looks like:

- ✓ Proven plug-and-play connectors for key HR systems
- ✓ Transparent data ownership map and refresh cadence
- ✓ Live sync monitoring and error reporting tools



6. Adequate use cases

Consider how the platform would support your priority talent processes.

Questions to ask:

- How do you support lateral moves versus vertical promotions?
- Does the platform include gig assignments, mentoring, or project marketplaces?
- Can we configure policies (such as eligibility, approvals, and time allocations) for each use case?
- How do you measure participation and success rates in these programs?

What a good candidate looks like:

- ✓ Deep configuration for roles, gig assignments, mentoring, and learning alignment
- ✓ Robust policy and workflow management
- ✓ Clear reporting on participation and outcomes by segment

7. Implementation and change management

Review the support model, rollout process, and readiness for adoption.

Questions to ask:

- What does a typical implementation timeline look like for an organization of our size?
- Who drives data readiness and user enablement—you or us?
- What change management resources and templates do you provide?
- What post-launch support exists for continuous adoption?

What a good candidate looks like:

- ✓ Dedicated CSM and enablement specialists
- ✓ Step-by-step change playbooks and communication templates
- ✓ Evidence of high adoption rates sustained beyond going live



8. Analytics, measurement, and reporting

Examine how well the platform connects data to talent and business decisions.

Questions to ask:

- What dashboards are available for HR, managers, and executives?
- Can the data feed into our BI tools or HR analytics platform?
- What predictive metrics are available (e.g., readiness, internal fill rate, turnover risk)?
- How do you tie adoption and mobility data to tangible outcomes?

What a good candidate looks like:

- ✓ Role-specific dashboards and export options
- ✓ Predictive analytics tied to mobility and retention KPIs
- ✓ Transparent measurement methodologies

9. Security, compliance, and privacy

Assess the vendor's commitment to protecting data and ensuring compliance.

Questions to ask:

- Which certifications do you maintain (SOC 2 Type II, ISO 27001, GDPR compliance)?
- How is user consent managed?
- How do you handle data deletion, portability, and residency?
- What is your data retention policy post-contract?

What a good candidate looks like:

- ✓ Current compliance certifications and audit reports readily available
- ✓ Role-based access and field-level permissions
- ✓ Detailed privacy impact assessment templates



10. Vendor partnership and futureproofing

Judge the long-term partnership potential and product vision.

Questions to ask:

- What percentage of your roadmap comes from customer feedback?
- How often are updates released, and how disruptive are they?
- What are your financial stability and enterprise client retention rates?
- What's your vision for how talent marketplaces evolve with AI?

What a good candidate looks like:

- ✓ Transparent, customer-led roadmap
- ✓ Long-standing enterprise partnerships and references
- ✓ Commitment to innovation aligned with skills-based strategy evolution

11. Total cost of ownership

Evaluate the full financial picture beyond the initial licensing.

Questions to ask:

- How is pricing structured (by user, module, feature)?
- What's included in implementation and integration?
- Are there additional costs for training, localization, or support?
- What happens if we scale or add new business units?

What a good candidate looks like:

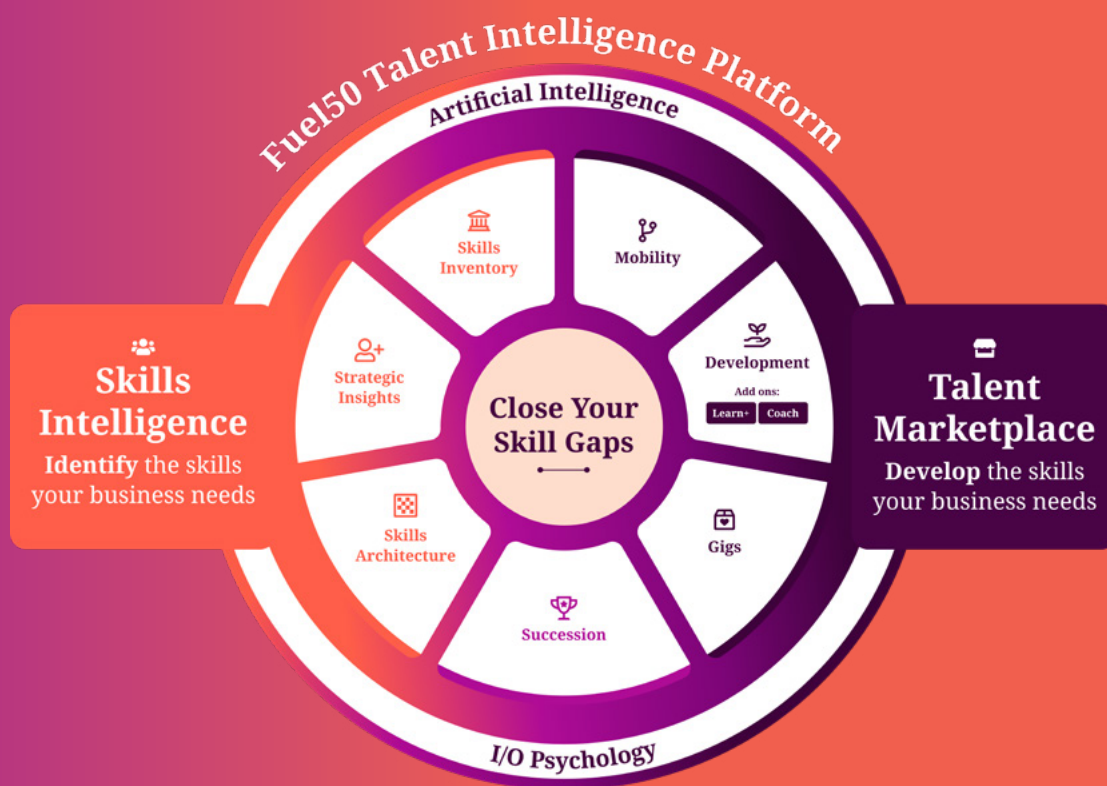
- ✓ Transparent, predictable pricing model
- ✓ Itemized implementation statement of work (SOW)
- ✓ Clear path for scaling without hidden fees

the next decade.

*deploying and valuing workers,
and managing careers.*

You Can't Close Skills Gaps If You Can't See Them

Learn more about how Fuel50 can help you boost your internal mobility rate and retention.



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