



Overview

National Council of Social Service or NCSS partners with Lithan Academy to digitally transform the social service sector in Singapore. Through the partnership, Lithan Academy will train and place a pool of future-ready digital talent to support Singapore's Social Service Agencies (SSAs) and Charities in their digital transformation journey. A dynamic and agile IT talent hub will be set up to support the SSAs and Charities with IT Manpower.

Case Study

Empowering **social services sector** in Singapore through **future-ready digital talent**

About NCSS

NCSS is an umbrella body for over 500 member social service agencies and charities in Singapore. NCSS provides leadership and direction in social services, to enhance the capabilities of social service agencies, and to provide strategic partnerships for social services. Since 1992, NCSS has taken over the functions of the former Singapore Council of Social Service (SCSS) and Community Chest of Singapore.

Challenge

NCSS is the central body that binds all social service organisations and activities in Singapore. NCSS realises that social services sector can take a massive leap in reach and efficiency through digital transformation; to fully leverage the technologies, it's utmost to acquire a pool of talent that's proficient in the latest technologies. The global demand and supply gap of such talent is widening due to the ongoing digitalisation effort by industries across the world. NCSS seeks a partner who can supply this pool of future-ready digital talent and build an IT talent hub to support organisations involved in social services in Singapore.

Solution

Lithan Academy is Singapore's one of the valued Lifelong Learning institutes with a mission to develop a pool of future-ready talent for the digital economy. Lithan is globally known for its innovation CLaaS® which delivers Competency Learning as a Service that aims to bridge the digital skills gap with competency-based curriculum, work-based learning pedagogy and blended work2learn journey.

Through our eduCLaaS Talent Cloud, we source, onboard, train, and host your digital talents for online2offline deployment from across 50 locations in Asia.

On-demand IT talent solution for the digital transformation of social services sector

We recruit digital talents from across geographies and experiences, get them work-ready with onboarding training for technology stacks, and embed them with organisations with remote workforce hosting and management capacities.

CLaaS® Talent Solution will bring the technology closer to SSAs and charities, with this they can embrace and navigate the technology disruption with a breeze. Lithan's solution for NCSS consists of

- Support SSAs and Charities in their digital transformation through workforce upskilling
- Set up IT Talent Hub to support SSAs/ Charities with IT Manpower to support their transformation

Outcome

Greater reach and efficiency for SSAs, increased revenue spending, more people served, and more lives impacted.

Lithan's CLaaS Talent Cloud provides an agile and distributed digital workforce from Across Asia. Lithan's end-to-end talent solution is being leveraged by NCSS to support the SSAs within its fold for their digital transformation. With these digital skills capabilities, NCSS is helping Singapore's social service sector enhance its reach and efficiency, increase revenue spending, serve more people, and therefore impact more lives.

The IT Talent Hub will enhance the digital capabilities of the organisations and make them self-sustained in skills and technology. So far, Lithan through NCSS has engaged over 10 organisations in the path to their digital transformation and the pipeline is growing every week.

The IT Talent Hub addresses IT talent shortages within the social services sector. Through the hub, SSAs and non-profit organisations (NPOs) will be able to access a shared pool of skilled CIO/CTO-equivalents, IT Specialists, IT Managers, Cloud Engineers, etc. on a part-time/short-term basis to augment their internal IT resources.

