SkillsID Case Study: AmcoGiffen

The implementation of SkillsID 2.0 has been a transformative step forward for our organisation. Previously, our competency certification records were fragmented and difficult to access, with managers only able to view records within their direct reporting lines. This limited visibility created inefficiencies and compliance risks.

With SkillsID, we now have a centralised database that provides cross-hierarchy access, enabling managers to make informed decisions with real-time data. The addition of dashboard functionality, including a calendar view, 14-day priority activity list, and automated email notifications, has significantly improved operational oversight and planning.

Reporting capabilities have also been enhanced, allowing us to seamlessly integrate SkillsID into our resourcing and shift management processes, improving both speed and accuracy. Course bookings are now proactively stored within the system, with joining instructions readily available to delegates, streamlining the training experience.

The message board has become a vital communication tool, enabling regular updates to our workforce and acting as a portal to key internal resources such as the course booking form, Sentinel data, and task request pages.

The support from the SkillsID team—particularly Steven Copeland—has been outstanding. Their solution-focused approach, responsiveness, and commitment to continuous improvement have made the transition smooth and impactful.

Thanks to SkillsID 2.0, we are now more compliant, better informed, and more connected across our operations in England, Scotland, and Wales, spanning sectors including Rail, Aviation, Engineering, Rivers and Canals, Highways, and beyond.