

# ZISHI ADAPTIVE/OSTC GROUP

## Who are you?

ZISHI Adaptive is part of the [OSTC Group](#), a global derivatives trading and education company, with 450 employees worldwide. Using digital technologies, the organisation recruits, trains and mentors individuals to become traders in the financial futures markets, focusing primarily on the soft commodities and energy markets, among others.



OSTC believes that anyone, anywhere can learn to trade and become a successful trader.

## What was the challenge?

ZISHI identified two main challenges. "Like many companies, we wanted to reduce our turnover of staff and increase the chances of new recruits becoming successful traders," Chris Jenkins, co-head of ZISHI explained. "We aimed to do this by improving our recruitment, training and mentoring processes, so we were selecting people who we were confident would make excellent traders and could support them when trading for OSTC".

"With the help of EDUCATE Ventures we have created a recruitment tool that analyses individuals and predicts how they will perform.

In addition, we are developing a mentoring tool to help us to mentor recruits digitally."

Chris said that ZISHI had been "sitting on a large amount of underutilised data". EDUCATE Ventures helped the company to identify and analyse this data and to highlight key findings that could be used to create useful digital tools for the business.

"This included highlighting areas where there were weaknesses, as well as strengths, which helped to inform us who we are as a business," he added.

## How did EDUCATE help?

Chris said ZISHI's work with EDUCATE Ventures was a process which allowed it to identify characteristics of traders through the data it had gathered as part of its day-to-day business.

"We used machine learning and artificial intelligence technology to identify our behaviours, finding out what works well and what doesn't and from those insights to create technology that helps us to improve," he said.

"We found that we had data hidden within other data and we were unaware of this, which in turn meant we couldn't use it. Once we knew it was there and could extract that information, we were able to add this to our knowledge of the company and to our digital tools. As a result, we now have much better insights into where we are as a business."

## What was the outcome?

To date, ZISHI has developed a digital tool that provides insights into the candidates at recruitment stage, and into the type of trader they may become. Using personality and cognitive surveys it helps the company to identify applicants' styles of working and can predict how they will perform.

"However, we think it's very important to keep humans in the loop," Chris stressed. "The tool offers us insights into candidates but does not make the final decision. We use AI to augment human capacity, not to replace it."