

# Reskilling Staff Pays off for IT Cos as Clients Sign up to Upskill Theirs

TCS, Infosys and Wipro reskilling and certifying employees of clients amid digitisation rush

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Bengaluru | Mumbai: India's three largest IT services providers — Tata Consultancy Services (TCS), Infosys and Wipro — are reskilling and certifying employees of clients in diverse technologies, amid a global digital transformation drive.

The IT services exporters are leveraging the experience they have gained from successfully retraining thousands of their own staff in emerging technologies over the past few years. They hope to train the client workforce in app development, data science, AI, and industrial IoT.

The push from the client side to reskill their workers has grown stronger over the last 15 months after the Covid-19 pandemic forced organisations to transition to a remote work model, necessitating them to reimagine how to upskill and train their employees.

Some organisations want these IT services companies to completely take over their employee retraining and skilling efforts, executives from TCS, Wipro and Infosys told ET. "Over the last few years, the success of our own talent transformation journey has given us an opportunity to engage with clients to help them leverage our experience," said Thirumala Arohi Mamunooru, VP and Head of Education, Training and Assessment at Infosys.

Infosys has extended its internal assessments and certifications to clients, including a comprehensive assessments platform that it developed for its own use, he added.

Cross-town rival Wipro has also integrated some learning management systems of clients with its own, giving specific client employees access to its training program-

mes. "We are being approached by our key customers to own their reskilling needs and work with our internal training team as well as training partners to deliver the same. We do see a business potential (in this) and would support our customers on a need basis," said Anurag Seth, VP and Head - Talent Transformation at Wipro.

Organisations are looking for both technology as well as soft-skills training from IT services companies. TCS sa-

## Business Lessons

**Infosys offers education as a formal service to its customers**

**CO SAID** over 400,000 client employees used its talent transformation solution 'Wingspan' in the previous financial year

### INFY'S INTERNAL DATA

**45 minutes** of average learning time recorded

**22,000** Average daily unique learners

id the pandemic had necessitated finding new ways of upskilling client workers. It is also partnering clients for cross-cultural, business storytelling and soft-skills training programmes.

"TCS has worked closely in helping our clients upskill their workforce to accelerate digital readiness. (The company) is helping its clients plan reskilling exercises, design the curriculum in line with the current remote working scenario and ensure the programs are effective in meeting the expected outcomes," said Janardhan Santhanam, Global Head - Talent Development, at TCS.

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