

IT Looks Inside to Upskill

A PENNY SAVED... Cos ramp up internal learning platforms to cut costs

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Bengaluru | Mumbai: Indian IT services providers have ramped up on internal upskilling and learning platforms since March, as they cut down on external new-age technology courses for employees in a bid to reduce costs, at a time when the pandemic is hurting clients' businesses globally.

Companies such as Tata Consultancy Services (TCS) and Infosys are focusing on training tools such as iEvolve and Lex to upskill employees with new technology, while Cognizant is streamlining its learning platform to meet its digital business targets. "Indian companies (technology firms) have scaled down in learning and development during the past few months, whereas global peers have maintained their spending in building their workforce," said

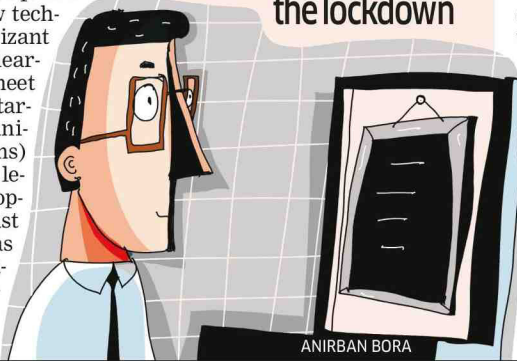
a senior executive at one of the top five digital technology course providers, adding that "they may have taken a conservative approach".

ON THE JOB
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For technology staffers, the number of hours spent on upskilling through internal platforms has gone up during the lockdown even as active projects have fallen in the wake of the pandemic.

Infosys said around 50,000 employees complete a learning course in a month and the number has steadily increased. Its digital learning platform Lex has been "core to the seamless transition from brick and mortar only classroom training to the blended learning approach", it said.

Lex has been adopted more widely and additional features have been rolled in to make it better tuned to learner needs, said Krish Shankar, executive vice president and group head, HR at Infosys. "Having said that, there is always merit in tapping in external content. The digital platform plays the role of an aggregator to help the organisation integrate its investments in external alliances which include content partnerships. These investments and partnerships are crucial to ensure that we constructively spoil our talent for choice," said Shankar.



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