

# NASSCOM FutureSkills Accelerates Tech Mahindra's Digital Learning Journey



## Internal Talent First

'Building one's own digital capabilities' is core to Tech Mahindra's digital transformation strategy. It stands by the principle of leveraging its internal talent before hiring externally. Learning ecosystem – 'DEXT' and Programs like 'RIDE', 'Competence to Deployment', etc are testimonials to its philosophy of empowering its employees with best-in-class learning.

NASSCOM's FutureSkills platform has been deployed for its internal Talent Development framework, because of the availability of up to date content, its ability to capture industry's overall view on the emerging technologies in demand and the social learning aspect that includes features like, Gamification, live-stream, ask me anything and follow channels/follow each other.

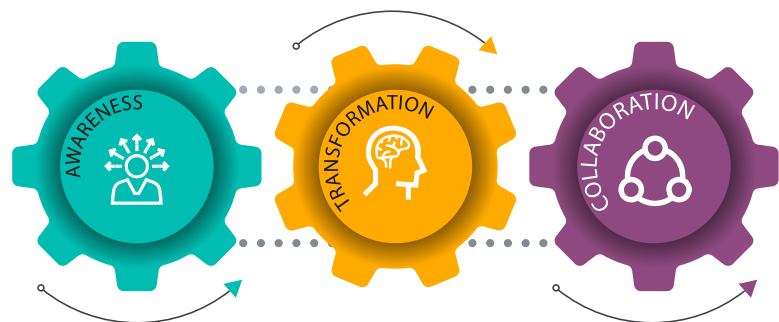
## Internal Talent Development Framework

Tech Mahindra has a clear vision and way forward for its L&D strategy. Key objectives are:

1. **Focus on developing the digital capability of every employee before hiring externally, by:**
  - a) Reskilling every associate in the organization and make them 'Digital Savvy' by equipping them with technology specific skills.
  - b) Making majority of the associates future-role ready through hands-on experience, milestone based assessments and certifications.
  - c) Training ahead of the curve for technologies that are currently not in high demand, like Blockchain.
2. **Create an environment that allows for and supports continuous learning opportunities for employees by providing access to proper tools and support.**
3. **Ensure adoption of a differentiated digital capability development approach that is aligned to specific learning needs of employees.**

## Enhanced Learning & Development strategy with FutureSkills

The FutureSkills team envisioned a 3-point agenda to meet Tech Mahindra's learning needs:



Enable Tech Mahindra to meet the demand for new technology skills in the industry by curating contextual learning materials and expertise on one platform.


Empower Tech Mahindra employees with a library of content from global content providers as well as industry experts for in-depth knowledge and practical expertise

Build a pool of subject matter experts who could curate content from both the FutureSkills library as well as from Tech Mahindra's internal repository.

Tech Mahindra's partnership with NASSCOM FutureSkills has opened doors for its employees to access the best-in-class learning experience. They now have seamless access to 1000+ hours of free and open content, offerings from global EdTech partners, and expert- and machine-curated content. From taking control of their own learning, collaborating and knowledge-sharing, Tech Mahindra's employees have transcended from being limited to just content consumers to being collaborators and curators of learning content. This is a true testament to building a digital organization.


## The FutureSkills Impact


### An integrated learning platform

 Registered Users  
**4110**


 Total Active Users  
**1476**

### Self-directed learning

 Continuous Learning Hours:  
**5.42** hours per month

 Average Content Completion Rate  
**50%**

### Recognition of Skills

 Badges Earned  
**400+** Badges

### Expert contribution to the ecosystem


 Active SMEs  
**19**

 SME created content  
**1200+**

 Journeys  
**22**


 Pathways  
**187**


 Smartcards  
**1059**

 **5** Domain-specific Pathways created on:

 Artificial Intelligence


 Big Data

 Automation


 Cybersecurity

 Blockchain


### Programs on FutureSkills

 BASE - Skilling Program

### Channels on FutureSkills

 Private Channels created: 3 Channels on IoT

### Engagement Activities

 Road Shows

 Webinars

 Contests

Tech Mahindra seeks to effectively utilize the SME ecosystem to capture tacit knowledge of SMEs and yield explicit knowledge which in-turn can easily be propagated as Pathways and posted to proprietary channels.

## The way forward



### Proprietary channel feeds

Tech Mahindra is excited about leveraging the tools within the ecosystem to create Tech Mahindra proprietary Channels accessible to learners from Tech Mahindra.

### Learning in the flow of work

Business stakeholders at Tech Mahindra are excited about exploring the institutionalization of curating content on FutureSkills basis "on-the-job" events. These may include business projects, client requirements and strategic initiatives.

### Livestreams - Taking learner engagement and outreach to a whole new level

Tech Mahindra is exploring a cultural revolution within learners to encourage them to create contextual content using Livestreams that can ensure 'instant' outreach and better collaboration amongst the learners.

Upskilling is a continuous process. Tech Mahindra is leveraging NASSCOM FutureSkills to upskill its employees in digital technologies every day. While few business units are already driving this upskilling initiative successfully, other units are also looking at adopting the portal to get access to validated industry-relevant learning content.