

Accenture Upskills Employees on GCP with CloudThat to Improve Customer Experience

About the Customer

Headquartered in Ireland, Accenture is a multinational professional technology services company specializing in information technology services and consulting. The company provides a diverse range of service offerings, including strategy, management, digital, technology, outsourcing, and operations consulting.

In 2018, Accenture collaborated with Google Cloud Platform (GCP) to form the Accenture GCP Business Group (AGBG), aiming to help enterprises unleash the potential of the cloud for business efficiency. In 2019, the scope of AGBG was further extended to bring solutions to enterprises in two key new areas—hybrid cloud transformation and contact center modernization for Fortune 2000 clients across various industries such as financial services, energy, travel, communications, insurance, utilities, retail, media, and technology. As part of the collaboration, Accenture had to work with GCP to help enterprises adopt a hybrid and multi-cloud strategy and to create new contact center solutions built on GCP's Contact Center AI. For this purpose, Accenture required trained and certified GCP professionals.

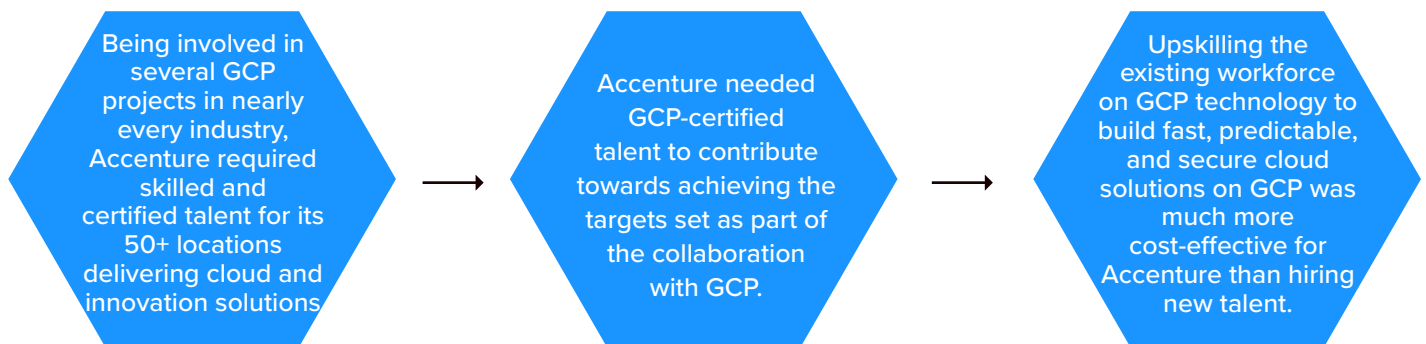
The Accenture Challenge

However, as the collaboration demanded immediate skills to meet the objectives, hiring certified GCP talent was not a quick solution, and so instead, Accenture leadership decided to upskill its existing workforce through GCP certification and skill training. Furthermore, Accenture helps enterprises migrate to the GCP with solutions and services that best fit their business needs. The company required GCP-certified employees to build a team of talents with one or more Google Cloud Specializations to help customers fully capitalize on Google Cloud's world-class technology.

Our Solution to Accenture Challenges

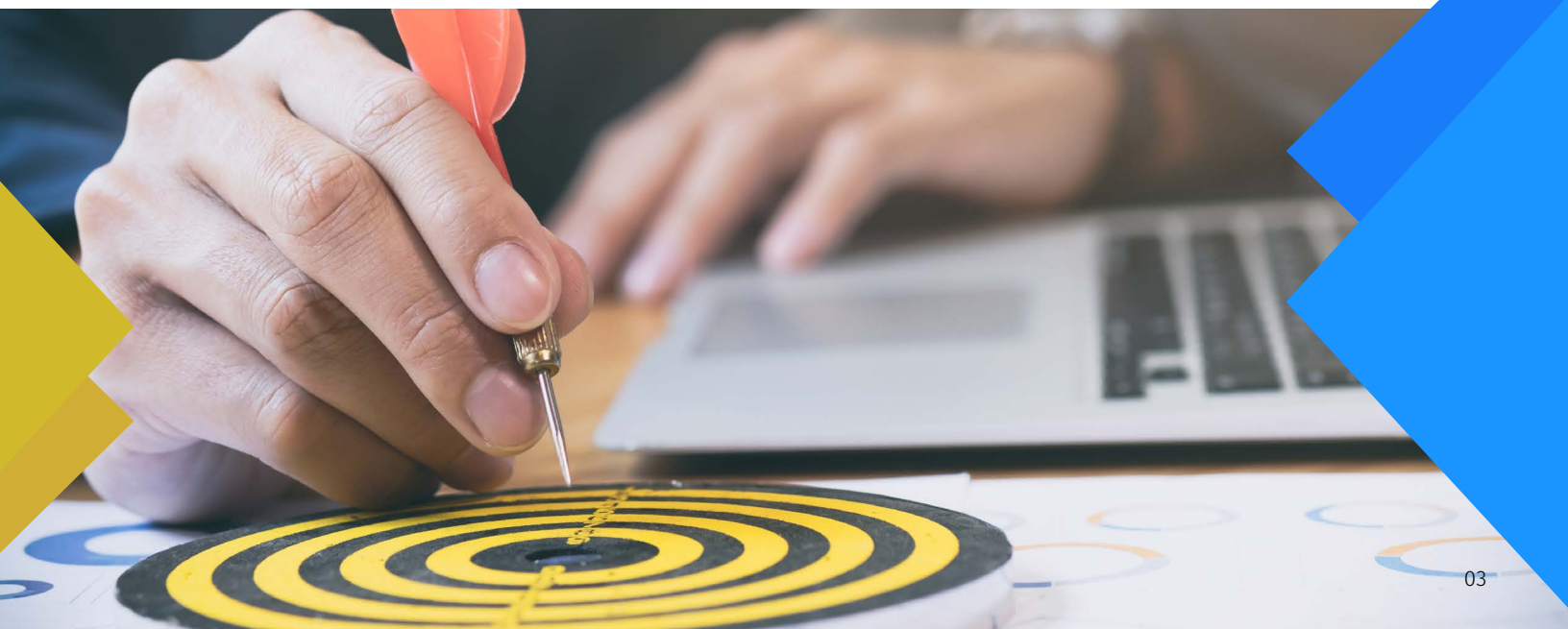
When the Accenture HR team reached out to CloudThat with their GCP training requirements, the first thing our team did was to take precise note of every requirement. Our team's assessment of Accenture's existing employee skill set, and the company's business challenges gave us a clear understanding of what would be the ideal solution to address their skill gap and GCP talent shortage.

Here is what we observed at the end of our initial assessment:



The CloudThat Approach

When it comes to addressing the employee upskilling needs of enterprise customers, we leverage a holistic learning framework to deliver focused and result-oriented training. From skills assessment to customizing training delivery and offering experiential learning opportunities to corporates, we take every step to ensure that our client's workforce is project-ready to fit into the new age job roles demanded by projects they work on.



Here is how we leveraged our proprietary training delivery framework to deliver GCP training to Accenture employees:

- 1 The CloudThat team did a pre-training skill assessment of Accenture employees to understand their skill sets and existing level of knowledge on GCP
- 2 As per the assessment outcome, CloudThat's expert trainers curated a customized upskilling program on GCP as per Accenture's business objectives and employee skilling needs.
- 3 The training was then delivered by highly experienced and Google certified in-house trainers.
- 4 Throughout the training, we tracked the learner's progress through weekly assessments and reported the same to Accenture to understand the scope of improvements and customize the subsequent sessions accordingly.
- 5 CloudThat team maintained a global leaderboard to store learner's metrics during the training. While toppers were rewarded, learners at the bottom were given extra sessions to cover up the learning gap.
- 6 The course content was centralized through our proprietary LMS so that learners could easily access learning resources.
- 7 Additionally, we provided learners with free access to CloudThat's TestPrep Platform – A digital platform built by CloudThat's certification experts where learners can practice questions and test their GCP skills before the internal evaluation within the organization.



Training Delivered

In 2016, CloudThat was registered as an Accenture vendor, and since then, there has been no looking back. Accenture has trusted CloudThat with employee upskilling and reskilling programs in emerging technologies like DevOps, Azure, RedHat, GCP, and more.

Over the years of our association with Accenture, we have conducted 20+ training batches on GCP Platform for 400+ Accenture employees.

Training Feedbacks

From Accenture employees, we received an overwhelming and positive feedback for all the GCP training we delivered,



“

Excellent GCP Lab environment I appreciate the knowledge and skill of the trainer. Very much satisfied with the overall training program. Had a good understanding and through the lab exercises had a good hands-on experience which will help us implement in real time environment

Said by a Training Participant

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About CloudThat

CloudThat is the first company in India to offer Cloud Training & Consulting services for mid-market & enterprise clients from across the globe. Since our inception in 2012, we have trained over 500K IT professionals from fortune 500 companies on technologies such as Microsoft Azure, Amazon Web Services, VMware, Artificial Intelligence, Machine Learning, Google Cloud, IoT, OpenStack, OpenShift, DevOps, Big Data, Kubernetes, and more.

With expertise in major Cloud platforms, CloudThat is a proud Microsoft Gold Partner, AWS Authorized Training Partner, VMware Authorized Training Reseller, and Google Cloud Platform Partner. Recently, we have been recognized as the Winner of the Microsoft Asia Superstar Campaign for India – 2021.

Why Trust CloudThat as your Employee Training Partner

10+ years of experience in providing cloud training & consulting services to global organizations.

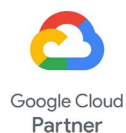
Partners with leading cloud service providers Microsoft, AWS, VMware and GCP to deliver best and in-demand training

We offer customized curriculum aligned with customer's business objectives and skill requirements.

200+ Certified and highly experienced cloud experts to provide interactive learning support and guidance to master cloud skills.

Exposure to real-world cases, hackathons, and capstone projects for real life experience and project readiness.

OUR PARTNERS



Thank you for exploring this Case Study with us.
Stay tuned for more such success stories.
Do you want to upskill your employees on Cloud or any other technology?

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