CloudThat Helps HCL
Reduce Employee Attrition
with Customized Cloud Skills
Training

About the
Customer

Headquartered in Noida, HCL is an Indian multinational information technology (IT) services and consulting company offering an integrated portfolio of products, services, solutions, and IP built around Cloud, Digital, Automation, IoT, Analytics, Cybersecurity, Infrastructure Management, and Engineering Services. With a global network of innovation labs, R&D, and delivery centers, and 210,966 'Ideapreneurs' working across 52 countries, HCL serves some of the leading 250 of the Fortune 500 and 650 of the Global 2000 companies.

The HCL Challenge

Like many other Indian IT services companies, HCL Technologies have also been dealing with high employee attrition rates as the demand for digital talent outstripped supply, leading to a shortage of IT talent. To contain this attrition and address the need for skilled talent, HCL Technologies decided to upskill/reskill internal IT and consultation teams and continue adding new talent through fresh talent hiring.

The company wanted to train and certify both freshers and lateral hires on leading Cloud technologies such as **AWS, Azure, GCP, and DevOps** to build a stable, project-ready workforce skilled to meet current as well as future business challenges and evolving job requirements.

Our Solution to HCL Challenges

When the HCL HR leadership team reached out to CloudThat with their cloud training requirement, we first began with the initial skill assessment of the employees to understand their present skill set and job roles so that, accordingly, we could plan a customized upskilling program. Our team did a thorough pre-training skill assessment of every participant to understand the business challenges and to meet client expectations.

Since we had to train both new recruits as well as existing employees, we had to embrace different approaches and strategies for each, keeping in mind their skill sets and needs.

For the freshers, we leveraged our holistic learning framework, **Capability Development Framework,** to enhance their cloud skills and make them project deployable within 60 days.

While for the experienced batch of participants who already had some certifications and training done earlier, we did not train them again. The client wanted us to test those employees' competency and project readiness by letting them work on simulated projects similar to real-world business challenges. So, we leveraged our **Experiential Learning Program** that accelerates employe knowledge and skill development by allowing them to learn by working on real-time use cases.

The CloudThat Approach

Our Capability Development Framework and Experiential Learning Program follow two different approaches to upskilling the enterprise workforce. Here is the detailed methodology we followed in each of the solutions we leveraged for HCL:

Capability Development Framework

The CloudThat team did a pre-training skill assessment of HCL employees to understand their current level of cloud knowledge and their further skill requirements.

As per the assessment outcome, CloudThat's expert trainers curated a customized upskilling program on Azure, AWS, GCP and DevOps which was aligned with HCL's business objectives and project requirements.

The training was then delivered by CloudThat's highly experienced and certified in-house trainers.

Throughout the training, we tracked the learner's progress through weekly assessments and reported the training outcome to HCL. This helped in understanding the scope of improvements for the future sessions and getting the subsequent sessions customized accordingly.

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.

The course content was centralized through our proprietary LMS so that learners could easily access learning resources.

Additionally, we provided learners with free access to CloudThat's Test Prep Platform — A digital platform built by CloudThat's certification experts where learners can practice questions and test their cloud skills before the internal evaluation within the organization.

Experiential Learning Program

Segmenting HCL Employees into Teams

1 Team of 5-6 HCL employees were created to encourage knowledge sharing and peer-to-peer learning as part if the experiential learning program

2 While creating a team, we checked participant backgrounds to ensure a good mix of skill sets and expertise levels in the team.

Introduction to the Project Topic

1 HCL had upcoming projects that required its employees to leverage Azure, AWS, and GCP solutions. For the same, HCL wanted us to test their employee efficiency and skills to check whether they are ready to be deployed or not through simulated projects based on real-time case studies.

2 The individuals/ teams were then assigned the problem statements covering topics in Azure, AWS and GCP.

Ideation, Analysis and Design

1 Teams discussed and presented their proposed solution with other members for the given problem statement.

2 HCL employees then analyzed business context to define strategy, and understood business rules to manage a data model.

3 Team members worked together to design the approach to achieve the solution.

Implementation

1

Once the ideation and design was ready, team members started to work on implementing the solution in the respective Cloud environment. For instance, in case of AWS problem statements, the participants worked on problem statement on Cloud Data Analytics model based on the client's specific requirement.

2

CloudThat trainers then guided HCL participants throughout the implementation process.

3

Once the solution was ready for the given problem statements, learners submitted their projects for evaluation.

End to End Solution

CloudThat trainers shared the end-to-end solution of the problem statement once all the participants submitted their projects, and their solutions were evaluated against the outcome. This helped them identify the areas of improvement and improve their performance.

Evaluation and Grading

- Once the participants submitted their solution on CloudThat's platform for a given problem statement, it is automatically evaluated and graded.

- CloudThat team shared the final solution and methodology documents with the participants for their future reference.

- We shared the leaderboard with the HCL L&D team on demand at the end of the program.

Training Engagements with HCL

CloudThat's association with HCL as a training partner started in 2016 and since then there has been no looking back. We have successfully delivered on-demand and customized cloud training and employee upskilling programs on emerging technologies such as **AWS, Azure, GCP, and DevOps.**

Below is a detailed list of the training we have delivered to HCL employees till date:

2016 - 2018

- Trained around **1200+ participants** on AWS certifications in 2016 and 2017 with an average of delivering 3 AWS batches in a month.

- Trained **1000+ participants** on Azure Admin and Architect certifications in 2017 and 2018.

2018 - 2020

- Trained around **200+ participants** on GCP certification in 2018.

2020 - 2021

- Trained **1000+ participants** on Azure AI and Data Fundamentals in one day.
- Trained **1000+ participants** on Azure & M365 certifications under GSI program.

- Trained around **200+ participants** on Azure under ESI program.

- Provided test prep access to **1000+ participants** for various Azure

2021-2022

- Delivered AWS Cloud Practitioner training to **1000+ participants** within a month.

- Trained **200+ participants** on Azure within a month.

- Currently, training HCL employees on AWS Associate and Professional level certificate courses along with **Azure, DevOps and GCP courses.**

Training Feedbacks

We have received an overwhelming response and positive feedback for all our cloud training sessions delivered to HCL employees across locations. From course curriculum to the expertise of our certified trainers, every segment of our training program has garnered excellent feedback with zero escalations.

"CloudThat is using skilled trainers and very nice training material. The training was so good and very helpful as it starts from the basics and gives us a very good and deep idea about AWS. The trainer drives the course with care and helped the trainees a lot",
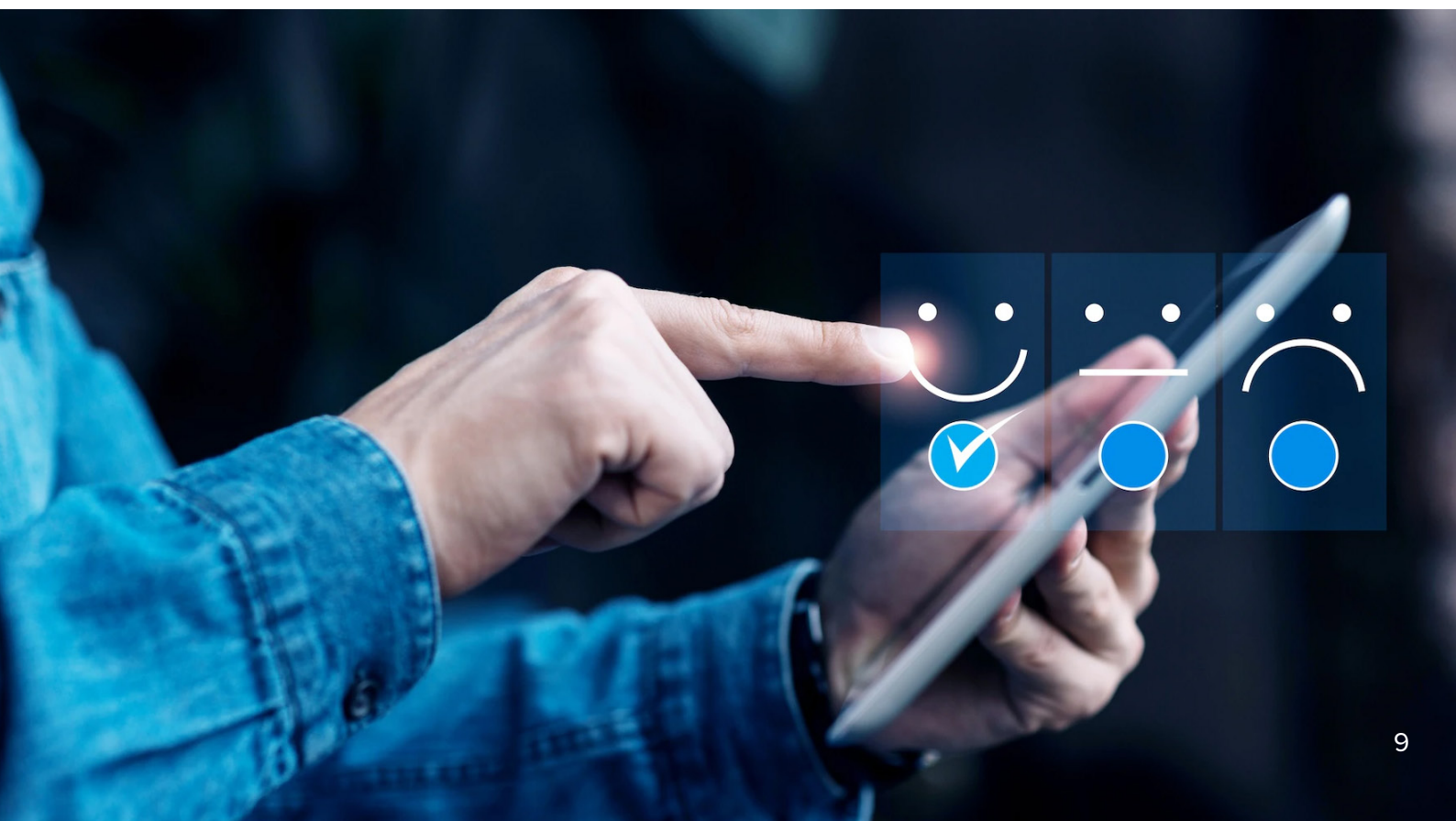
1 **Over 90% of participants** in our HCL training batches found our course material highly relevant, informative, and as per the industry standards.

2 **More than 85% of HCL employees** rated our certified trainers as highly knowledgeable, experienced, and helpful addressing each query during and even post-training.

3 Overall, **more than 90% of participants** were highly satisfied with the training outcome and the knowledge they gained at the end of the session.

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, DevOps, Big Data, Kubernetes, and more.**

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 the 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 Industry Partnerships

Microsoft

aws

vmware®

Google Cloud

databricks

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?
Reach CloudThat to Help You Get Started Today!

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