

Transforming Staff Development through Apprenticeships

Information technology

The Challenge

The Service Delivery division of Capgemini has a critical role in ensuring seamless contract execution for their government and enterprise clients.

This is a people critical service – and ensuring the skills of these people are up to date to meet the needs of their client's digital transformation is essential. There is also a need for a diverse and equitable workforce to meet project **social mobility commitments**.

For Capgemini – **this posed two challenges:**

1. How do you keep 100% client billable team members **upskilled and constantly learning**
2. How do you **create career progression opportunities** – especially as new technology makes legacy skills redundant

The Solution

Capgemini partnered with QA to create the **Capgemini technology academy** built on apprenticeships. This initiative covered over **7 different apprenticeship pathways** ranging from Data, to Cyber Security to Project Management and AI It focussed on the critical roles needed to deliver client excellence; **through both recruitment and upskilling**.

The partnership involved:

- **Genuine Digital Applied Learning**, allowing learners to study flexibly and apply knowledge on the job, remaining billable and fully focussed on clients
- **Vendor Certification & additional value** including the latest Cloud and Vendor certification across multiple vendors depending on end client need - **all funded through the Levy**
- **Pan-UK Delivery** covering England & Scotland. Priority career progression needs included re-skilling at legacy service centres in locations such as Inverness
- **Flexibility and Agility** – QA add additional learning as it emerges, via our Cloud Academy Learning Platform. Our 2000+ QA Portfolio courses blend **commercial and funded courses as needed to maximise impact**

The Outcome

- **Over 150 learners on programme** – a community of learners upskilling together in a culture of learning and excellence
- **An estimated £12m of additional commercial value** - increased effectiveness and process optimisation, efficiency for clients, and project mobilisation effectiveness and impact. Productivity increased 35%, *whilst* apprentices spent 20% of their time on learning!
- **Redeployment of over 75 roles that would have been lost**, e.g. customer service agents reskilled into tech careers and critical roles in enterprise customer projects, **for a more equitable, diverse workforce**.



The ROI on the programme has been huge – **delivering £12million of tangible business benefits and savings from staff retention, project efficiencies and training value through integrated commercial training.**

We will be partnering with QA to scale to over 150 apprentices in 2024 across England and Scotland in Data, plus many other programmes



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