DXC: Driving superior staff development to enable future business growth

DXC Technology Company – built from the services branches of Hewlett Packard Company, Electronic Data Systems, and Computer Sciences Corporation – is among the world’s leading independent IT services firms. It currently helps more than 6,000 clients across industries worldwide succeed by transforming enterprise IT operations, security systems, data management, and analytics. To boost employee engagement and professional growth, DXC embarked on an extensive program to certify consultants in top enterprise software solutions.
Executive overview

Making Sure the Next 80 Years Stay as Productive as the Previous 80

Before: Challenges and Opportunities
• Expand technical and functional consulting skills to include industry expertise and process optimization
• Implement SAP® Learning Hub to train employees across the DXC business
• Monitor learning performance to apply corrective measures where needed
• Certify consultants to keep skills current and prepare them for digital transformation

Why SAP
• Expertise in enterprise process integration across industries
• Deep understanding of the professional services industry and the HR line of business
• Long-term partnership with proven support capabilities in place
• Rich features to drive professional development

After: Value-Driven Results
• Standardized learning, so all participants attain the same basic competencies
• Provided a clear path toward certification in diverse SAP solutions and technologies
• Created a learning hub and a certification hub to centralize performance data
• Established a set of KPIs for each hub
• Delivered analysis of metrics by organization, leader, region, and country

“SAP Learning Hub is likely the best source to ramp up your knowledge on cutting-edge SAP technology. Learning Journey guides give you a clear path to achieve a solid foundation and a 360-degree view of what you are learning. . . . I strongly recommend it.”
Bernal Castro, ABAP Technical Consultant, DXC Technology Company

“Using the full scope of SAP Learning Hub and partnering with SAP to design and implement a new learning program has delighted our customers, our SAP professionals, and our bottom line.”
Global SAP Lead, DXC Technology Company

409
Certifications achieved in the first year

16%
Increase in digitalization revenue in the second year
Helping Staff Learn and Managers Analyze Progress

DXC Technology Company implemented SAP® Learning Hub to expand the skills base for its SAP software services to include SAP S/4HANA®, the latest cloud solutions from SAP, and new technologies such as the Internet of Things and machine learning. A consistent, scalable, user-friendly solution for learners was key to the success of that mission. And project leaders wanted to optimize adoption to bring the benefits of increased knowledge quickly to DXC clients undertaking digital transformations. A carefully defined set of KPIs viewable along various dimensions would help managers evaluate how students shape up against company goals.

Bringing choice to learners
Educators have long known that the best learning management systems engage participants by letting them work at their own pace. Professional training tools should also allow them to search offerings by topic and see a clear road map of options for picking up new expertise and moving from certification to certification. Maximum use of online technologies makes the system more appealing and more efficient.

Defining analytical views
Managers have access to information that gives them a broad understanding of the total skills developed and their distribution across the consultant base. They have tools for analyzing data on student progress along a number of statistical and geographical dimensions. And they can share a single version of the overview across functional boundaries.
Providing a **Flexible Learning Path and Strong Metrics**

SAP Learning Hub meets the requirements of both learners and managers. It's organized into sequences of lessons called Learning Journey guides, which guide students toward achieving a solid foundation in solutions and technologies from SAP. SAP team members present enablement Webinars and help set up communities of practice to exchange ideas. DXC designed a state-of-the-art dashboard for managers that displays such metrics as hours of learning per employee, total courses completed, Learning Journey and certification distribution by software area, and certification trends. It summarizes total hours of learning and total individuals certified in the previous and current year.

**Capitalizing on mobility**
Within an overall schedule, participants can learn at their own speed, anytime and anywhere, since the platform is online and fully mobile. In virtual classrooms and live sessions, learners can ask questions and receive specific personal guidance from SAP subject-matter experts who serve as teachers.

**Creating the dashboard**
DXC experts designed the analytics by removing duplicate and inactive users from the corporate database and integrating standard reports from SAP software wherever possible. They created a reporting structure atop the clean data to deliver defined KPIs in graphic views by organization, leader, region, and country. The project team works continuously to update the dashboard, adding and removing data points as needs change.
Reaping the Benefits

By upskilling consultants through SAP Learning Hub, DXC can help clients everywhere transform enterprise IT operations, security systems, data management, and analytics to sharpen their competitive edge. DXC employees have a clear set of reasonable goals to work toward. Managers can tell when organizations or regions are not very engaged and recommend where to encourage faster results. They can also encourage additional certification in flagging practice areas. The reporting system remains consistent across delivery centers, so performance ratings are fair enterprise-wide, and executives can institute global governance processes.

Evaluating user feedback
Reports from participants are highly favorable. One describes SAP Learning Hub as the best source to ramp up knowledge on cutting-edge technology from SAP. Users are impressed that they can work at their own speed at the times they choose. They appreciate the built-in flexibility that lets them explore the course and certification offerings by subject matter and move smoothly from one Learning Journey to the next.

Providing additional resources
The SAP team holds biweekly calls to discuss best practices and engagement strategies with program owners. A monthly newsletter describes updates to SAP Learning Hub and lists schedules for live sessions, while quarterly business reports review the progress of the overall program. Managers receive automatic alerts when consultants fall behind on their lessons.

“How it works? I have six certifications and spend about two months on each. At the end of each workday, I spend one to two hours preparing and studying with SAP Learning Hub materials and sessions.”

Alberto Vindas Morales, SAP Consultant, DXC Technology Company
Continuing to Develop Human Resources

DXC estimates that it will certify at least an additional 20% of its consultants in the next 18 months. The company is keen to show clients that it has certified, skilled, credible people who can help them get the most out of the newest solutions and technologies from SAP on their transformational journeys. DXC will continue to refine the management dashboard and ensure the best in standardized, effective learning for its staff – its most valuable resource.

“Creating a BI dashboard has helped us understand what regions are engaged with the learning hub and what our employees are studying so we can guide the workforce toward the company goals.”

Felix Cordero, Project Manager, Application Services Global Delivery, DXC Technology Company