

The Deloitte logo, consisting of the word "Deloitte" in a white, sans-serif font with a small green dot at the end of the "e".

**Deloitte.**

**THE RIPPLE EFFECT**

Stories of purpose and lasting impact

# How one company upskilled employees for the cloud

Getting to the cloud by speaking a common language



# GETTING MULTIPLE BRANDS TO **SPEAK THE SAME LANGUAGE**

## THE SITUATION

As more companies move to or grow their multi-cloud environments, they will face one common challenge: how to upskill their employees on core concepts in an efficient way. For one global financial institution, doing so was even more of a challenge since employees all over the world needed to learn core concepts that would ultimately accelerate cloud adoption regardless of the cloud service provider (CSP).

The company understood the benefits of a multi-cloud strategy but needed help from Deloitte to rapidly upskill its employees to use its current CSP as well as to create a solid foundation that the company could build upon for future cloud learning. That meant creating learning content for open-source tools alongside CSP-specific products. Part of that process required developing personas—a high-level description of each employee role, such as required certifications and technical skills—to help structure those pathways, not just for employees currently in the role but for all of those who may have the role in the future.

One of the challenges the company faced was cohesion. With multiple brands operating under the parent organization, each company had different views of each persona, which created barriers to streamlining both the immediate and future learning processes. To move the organization to the cloud meant developing a common language for all the roles within each brand.





## THE SOLVE

Deloitte first performed an assessment to determine learning needs of each of the groups that would be migrating to the new cloud environment. The process involved identifying gaps in skills and learning materials and creating 16 personas, such as cloud architect and cloud financial analyst, that would be standard throughout the organization by orchestrating communication among all divisions of the company to find common agreement. From there, Deloitte coordinated and launched rapid upskilling for priority groups through bootcamps and various training opportunities that were at the beginning, intermediate, and advanced levels.

The approach was unique because of Deloitte's business relationship with its current CSP. That gave Deloitte additional training support, which quickened the process and increased the participation rate. Both the design of the rapid learning sessions and the learning pathways content created by Deloitte were made to be repeatable for the organization to use as it continued its cloud journey.

Ultimately, what Deloitte created was a framework for upskilling talent, regardless of the CSP. The pathways process was purposely durable so the organization could build upon it into the future.

# UPSKILLING TALENT FOR A MULTI-CLOUD JOURNEY

# THE IMPACT

The client reported that Deloitte created in four months what would have taken them two years. The HR division adopted the materials to use for future cloud-based roles and for recruiting. With the pathways to learning now in place, the company could identify skills, experiences, and abilities needed to sustain the success of its cloud strategy.

Participation in the courses reached above 75%, which is more than the average rate of participation for typical training engagements. For three months, more than 100 employees attended at least one training class, with some attending more than one. The training helped enable the move of about 1,700 applications and about 12,000 vCPUs.



GETTING MULTIPLE BRANDS TO SPEAK A COMMON LANGUAGE



# LET'S CONNECT.

Do these challenges sound familiar?



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