



TEKsystems Global Services: Creating a Workforce of the Future

Challenge:

In support of an expanding array of strategic customers, TEKsystems Global Services is continually investigating avenues in which it can scale by attracting and training diverse groups of new employees across specific technology profiles.

Solution:

Talent Accelerator from Trilogy Education recruited and trained students in a full-time 12-week "Full-Stack Web Development Boot Camp" held in partnership with Southern Methodist University. Subsequent corporate training programs will focus on sharpening the skills of some of TEKsystems' incumbent workforce.

Results:

The initial program met TEKsystems' hiring goals while boasting a Net Promoter Score of 92 (on a scale of -100 to 100) when graduates were asked how likely is it that they would recommend the program. The company continues to track key metrics such as the percentage of new-hire productivity, code/work quality, and employee retention.

About TEKsystems Global Services

TEKsystems Global Services implements the most comprehensive and Agile approach to full-stack technology services using expertise across Cloud Enablement, DevOps & Automation, Digital Experience, Risk & Security, Application Transformation, and Data Analytics & Insights. These pillars provide the platform for progressive leaders to fuel innovation, elevate the customer experience, save money and generate new revenue. The company's mission is to partner in transformation and help clients activate ideas and solutions to take advantage of a new world of opportunity.





A common problem faced by professional services firms—or any company for that matter—is not being able to hire, identify, and onboard technical talent fast enough in new and emerging technologies.

So, when leaders at TEKsystems Global Services heard about Trilogy Education’s consumer boot camps, a new initiative to attract and infuse emerging technical talent was put in motion. TEKsystems turned to Trilogy’s Talent Accelerator program to recruit, train, deploy, and mentor two dozen students in a 12-week full-stack web development boot camp at Southern Methodist University.

The goal was simple: Create a pipeline of technical talent that would be trained in the necessary skills and integrate them into TEKsystems. “We are great at delivering transformative solutions to help our customers stay ahead of what’s next,” said Jason Maroney, TEKsystems Global Services Director of Practice and Delivery Recruiting, “but there is a clear, ongoing need to incubate and create new talent knowledge about emerging technologies/skills needed to build those solutions.”

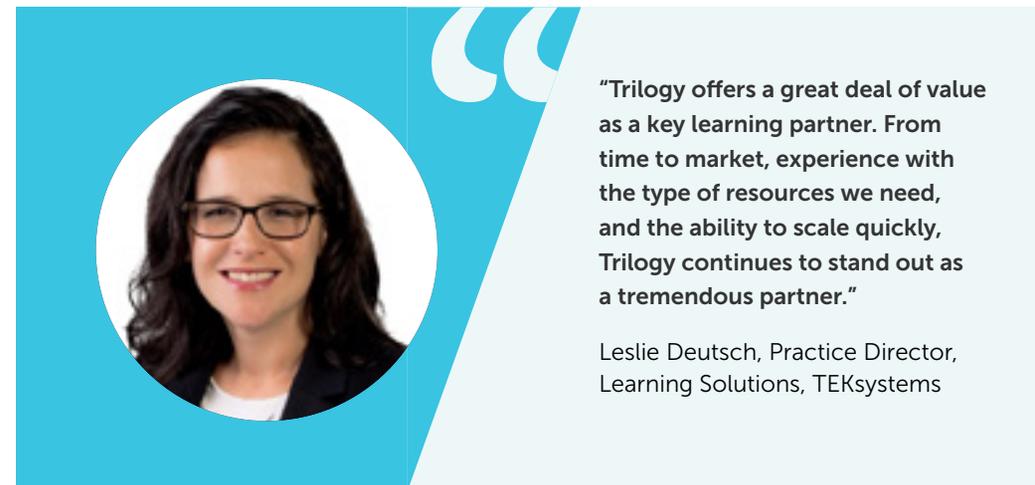
Mr. Maroney’s team focuses on finding senior talent and the idea of a boot camp to attract high-quality new technical talent focused on scale and reach. “We cannot create a workforce skilled in emerging technologies fast enough,” he said. “Technology professionals need tools to stay up to speed, but we now must also teach them to be continuous learners.”

TEKsystems Global Services was actively involved in the development of its Talent Accelerator program. Leaders interviewed prospective students and had the final say on who enrolled in the cohort. The company, which covered tuition for all graduates, also contributed to an intense course curriculum that included projects related to specific business initiatives.

“Trilogy offers a great deal of value as a key learning partner,” said Leslie Deutsch, TEKsystems Global Services Practice Director, Learning Solutions. “From time to market, experience with the type of resources we need, and the ability to scale quickly, Trilogy continues to stand out as a tremendous partner.”

In addition to teaching Java, JavaScript, SQL, and other high-demand technical skills, the pilot program focused on Agile development and transferable soft skills, including communication, multitasking, and teamwork. “We have a good idea around what will translate to a successful person within TEKsystems Global Services,” said Mr. Maroney.

Talent Accelerator allows technology services companies like TEKsystems to deploy successful graduates. To help, the program includes a 90-day mentorship program. Two senior TEKsystems associates joined the initial class full-time to help make students’ introductory projects successful. “Our internal champions are there to help ensure graduates become successful technology professionals,” said Ricardo Madan, TEKsystems Global Services Vice President, Technology Products and Services.



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TEKsystems was able to track student engagement, perception, and performance as well as the level of academic support they receive from instructors throughout the program. “The focus on the student is so critical to this partnership,” said Ms. Deutsch. “Trilogy made a point to understand how they were feeling as they were progressing and truly have a mindset of putting students first.”

Nineteen graduates from the pilot program immediately started working in TEKsystems’ Dallas Solution Center. Longer term plans are to integrate each of them in the company’s different practices, including DevOps & Automation, Core Development, and Risk & Security.

While other corporate training providers are concentrated in specific regions or in only a few cities, Trilogy programs are administered through partnerships with the world’s most reputable universities and run by instructors who have experience working with leading



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tech companies. Talent Accelerator customers can choose flexible delivery options including in-person, virtual or blended formats and full-time or part-time durations.

Because of the success of the initial program, TEKsystems Global Services is preparing to extend its relationship with Trilogy to not only attract more new hires but to reskill some of its existing employees. The company also works with nonprofit boot camp providers to extend its commitment to economic and social impact.

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