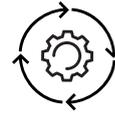




Employees are motivated to learn, grow and innovate after attending VMware training



Skills building improves reputation for top-quality work



Operations become more adept and efficient at fulfilling requests

Customised Learning Plan Builds T-Systems' Expertise



The global IT services and consulting team at T-Systems uses VMware Learning to align its technical vision and employee skill set. Headquartered in Frankfurt Germany, T-Systems is a multinational company that serves enterprise clients across the globe. The company helps its customers transform digitally with public, private and hybrid cloud initiatives.

In April, 2020, the company launched its Future Cloud Infrastructure (FCI), an innovative, modern platform and service offering that relies on VMware Cloud Foundation (VCF) and other partner technologies.

"VCF has an enormous amount of technology," says Christian Klie, global head of hybrid cloud engineering at T-Systems. Even though his globally dispersed team already had an advanced understanding of VMware technology, he adds, "We realised that if we wanted to utilise VCF in the best possible way... we needed a much better understanding of the toolset." As a result, Christian enlisted VMware Learning to get over 150+ engineers and operators aligned and up to speed as quickly as possible.

A smart solution to a learning challenge

T-Systems engineers designing FCI platforms require different skills compared to the operators running those systems. Add to that the different geographical locations and varying skill levels of its employees, and it was a challenge for T-Systems to ensure the right level of skills were acquired at the same time. The company needed a solution to train teams quickly and in a manner that was unobtrusive to the business and its operations.

T-Systems is one of the world's leading IT service providers and suppliers of digital services. While headquartered in Frankfurt Germany, the company's roughly 28,400 employees operate in more than 20 countries across the globe.

INDUSTRY

IT Service Provider

HEADQUARTERS

Frankfurt, Germany.

SNAPSHOT OF CURRENT SKILL SETS

Over 100 individuals invited to complete the Knowledge Skills Assessment (KSA) during the past 2 years.

BLENDED LEARNING APPROACH

20 Advanced instructor-led private trainings
Over 60 Enterprise Learning Subscriptions (ELS) which includes access to all VMware On Demand courses.

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A customised training plan

Anita Diriwächter, a VMware Learning consultant and part of the T-Systems account team, worked closely with Christian to customise a training plan that would work for the company. The process started with VMware Learning's Knowledge Skills Assessment (KSA), a highly valued consultative engagement that provides an accurate snapshot, or baseline, of existing skill sets and skills gaps. "The KSA gave us a good basis," says Anita, "to stipulate a very focused global training plan across the various teams."

With this baseline, they created a blended learning strategy. Employees with low proficiency in the technology would first participate in the VMware Customer Connect Learning™ platform with an Enterprise Learning Subscription (ELS). The ELS would serve as a prerequisite to the more advanced, virtual instructor-led private training.

"Skills and mindset are key for the digital transformation of our clients. And also for the transformation of T-Systems."

ADEL AL-SALEH, CEO
T-SYSTEMS

Blended learning fits the bill

Using a blended approach that combined ELS with private training ultimately proved effective. ELS participants received 24/7 access to VMware Customer Connect Learning—a digital content platform, including full On Demand courses taught by VMware experts and certified instructors. These participants were able to boost their level of understanding enough to then take the advanced training sessions.

VMware led roughly 20 advanced private training sessions which were delivered virtually due to the Covid-19 pandemic.

According to Christian, most of the engineers' skills are now up to speed and, as FCI gains traction and new clients are onboarded, T-Systems can scale the customised learning plan, adding new operators as the demand for FCI increases.

Knowledge advantages

The benefits of training with VMware Learning are both immediate and far reaching. On the surface, there is power in enablement. T-Systems employees are motivated to learn and grow, and they appreciate the investment in their professional development.

Advanced skills also directly correlate into quality of service. T-Systems strongly believes "that the real value of our service comes from our skilled engineering and operations teams," says Christian. Skills building improves T-Systems' reputation for top-quality work. The company is also viewed as an innovator and leader in the field, which creates a strong competitive advantage.

At the same time, as engineers and operators become proficient in the technology, the more efficiently they can complete requests. Platform designs improve, operations teams become more adept, and that ultimately leads to a lower total cost of ownership for its clients.

"The real value of our service comes from our skilled engineering and operations teams."

CHRISTIAN KLIE
GLOBAL HEAD OF HYBRID CLOUD ENGINEERING,
T-SYSTEMS

On the horizon

As the company forges ahead, Christian is excited to build on the training begun thus far. "Technology is always evolving, and new features will come," he says. "No one is skilled to the point where you can say you understand everything." T-Systems is looking to expand its container usage and explore new solutions like VMware Tanzu™. "There are a lot of opportunities," he adds, "that we will want to use to grow our service moving forward."

Anita and the VMware Learning team are on-hand to help the company continue its evolution. "It's not enough," she insists, "to put new technology into the hands of your employees and not tell them how to use it." VMware Learning intends to make sure VMware technology is used to its fullest—and to the benefit of everyone involved.

Adel Al-saleh, CEO, T-systems, concluded "Without the right skills and the right mindset moving away from classic IT operation toward the flexible, highly innovative cloud, many advantages of the cloud go to waste."

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