# Tenneo
## Learning Platforms

# Thriving in the Digital Era: Maximizing Employee Learning Outcomes in IT & ITES Industries

As technology continues to reshape industries and disrupt traditional business models, IT professionals face the constant challenge of staying updated with the latest skills, technologies, and industry trends.

To navigate this ever-changing landscape successfully, organizations are increasingly turning to Learning Management Systems (LMS) as a strategic tool to facilitate employee learning and development.

A robust and intuitive learning platform can drive organizational success by fostering continuous learning, improving skills, and equipping employees to embrace the digital era. It's high time that IT and ITES organizations unravel the transformative power of employee learning and leverage the right fit LMS to take their employee learning programs to the next level.

# The Key to Unlock Employee Growth: Continuous Learning & Training

Continuous learning is vital for success in the rapidly changing realm of information technology (IT) and IT-enabled services (ITES). Professionals must constantly update their knowledge of the latest technologies, trends, and skills to stay competitive and provide top-notch solutions.

The importance of continuous learning is amplified by advancements in artificial intelligence, cloud computing, cybersecurity, and data analytics.

Here are the top five reasons why IT/ITES organizations must prioritize continuous learning and training.

## Rapid Technology Advancements

In today's fast-paced business environment, the realm of technology is advancing at an astonishing rate, making continuous learning and training a paramount requirement for IT and ITES employees. The swift advancements in technology act as a driving force for advancement, empowering businesses to achieve higher levels of efficiency, adaptability, and creativity.

Nonetheless, this ongoing evolution also presents inherent difficulties. Without proactively keeping up with these changes, employees run the risk of lagging in an intensely competitive market. By embracing the concept of continuous learning and training, employees can effectively navigate this dynamic environment armed with the most up-to-date skills, knowledge, and resources required for success.

## Upskilling Current Employees Instead of New Hiring

Today's hypercompetitive market has increased the price tag of IT skills, heightening the need for employee training. According to a Gartner report, 37% of organizations report that upskilling and reskilling is the best way to close the talent gaps over hiring new employees (22%), consultants (13%) and outsourcing talent (14%).

In IT and ITES organizations, the current approach to skill development involves responding to specific requests from enterprises for skill updates. However, this reactive approach makes it difficult to cultivate the required skills within the given timeframe. Continuous learning and training provide a proactive approach to employee upskilling and help businesses better respond to changing market demands.

- **Compliance & Regulations**

In the realm of IT/ITES, compliance requirements and regulations undergo regular updates to address emerging security threats, data privacy concerns, and legal frameworks. Keeping up with these changes is crucial for organizations to operate within legal boundaries while maintaining data integrity and security.

Continuous learning provides IT and ITES employees with the essential knowledge and skills needed to comprehend and adhere to evolving regulations like GDPR, HIPAA, or cybersecurity protocols. It is imperative for ensuring compliance, avoiding penalties, safeguarding sensitive information, and upholding strong ethical standards. Moreover, it plays a significant role in building customer trust.

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- **Learning Standardization**

The IT and ITES sectors frequently rely on a diverse workforce that is geographically dispersed. Remote work allows organizations to access talent from around the world. However, this diversity also entails a range of skill sets, levels of knowledge, and cultural backgrounds.

Continuous learning and training initiatives play a crucial role in harmonizing knowledge across the global workforce, guaranteeing a consistent understanding of processes, methodologies, and industry best practices. By establishing a standardized learning process, organizations can offer consistent learning resources, address knowledge gaps, foster collaboration, and adapt to the challenges associated with remote work.

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- **Creating a Future-Ready Workforce**

Through the cultivation of a continuous learning culture, organizations enable their employees to navigate emerging trends, acquire fresh skills, and embrace innovative solutions. This approach equips the workforce with the necessary technical competencies to tackle complex challenges and fosters curiosity and adaptability.

A workforce prepared for the future actively seeks growth opportunities, embraces change, and maintains agility amidst uncertainty. By investing in continuous learning and training, IT and ITES organizations guarantee that their employees are adequately equipped to embrace the digital era, seize new prospects, and drive innovation.

# The Training Maze: Top Hurdles that IT/ ITES Organizations Face

The IT industry presents unique challenges that organizations must navigate to ensure effective training programs. By understanding and addressing these challenges, organizations can optimize their training efforts and empower their workforce for success in an ever-evolving industry.

## Evolving Technical Skills

The IT/ITES industry is known for its rapid and constant evolution, with new technologies, frameworks, and methodologies emerging at an astonishing pace. This dynamic nature presents a significant challenge when it comes to training and staying up to date with the latest technical skills. Data analytics, webpage design, machine learning and other domains are considered fast-evolving domains.

IT and ITES employees must update their domain knowledge and skills every 5-6 months to stay abreast of the latest advancements. This presents a challenge for IT/ITES organizations. A KPMG survey found that 72% of IT leaders consider reskilling as one of the most important paths to shaping the workforce.

## White Collar Training

Achieving a balance between technical skill training, project management skill development, and the cultivation of soft skills like communication and problem-solving can present complexities. Additionally, IT/ITES organizations often struggle with retaining skilled trainers or Subject Matter Experts who are up to date with the latest industry knowledge and expertise. The risk of disrupting ongoing projects further compounds the challenges associated with implementing comprehensive white-collar training programs in IT organizations.

## Short Training Cycles

Due to the rapid evolution of technology, training cycles in the IT and ITES industry tend to be short. Skills and knowledge that were relevant a few years ago become outdated quickly. Organizations need to provide frequent and timely training updates to keep their workforce up to date. This requires efficient planning, resource allocation, and a proactive approach to training delivery. IT employees apply only 54% of the new skills they learn, because business needs have already changed by the time they are trained on these skills.

## No Recommendation-based Training

A collaborative approach to employee learning is crucial in addressing the needs of IT professionals. It is essential for IT employees to recommend specific training programs to their peers, considering their skills, job roles, and individual needs. Furthermore, administrators and managers can also play a role in recommending training to address any skill gaps within the workforce.

The traditional learning approach often falls short in providing recommendation-based training, which emphasizes the importance of embracing a more collaborative learning model.

## No Problem-based Training

As we've established earlier, the IT and ITES industry is characterized by rapid evolution, necessitating continuous learning and upskilling. IT employees often encounter challenges in their work. While one solution is to revisit training programs to find a solution relevant to the specific problem, another approach is to offer problem-based training.

This approach allows employees to access the specific training program that addresses the problem at hand, saving time by focusing on the relevant content rather than revisiting the entire program.

Organizations need to keep up with the employee learning disruptions using modern and intuitive LMS. The learning platform must understand employees' learning needs to improve their engagement and productivity.

According to 83% of professionals in the IT and ITES sector, learning is essential for the growth of businesses. While intent to hire is still strong with 44% of companies expect to hire for technical skills in 2023, the internal training is the most preferred option for addressing skill and performance gaps. About 64% of the IT and ITES companies will be training their existing workforce to acquire new skills in 2023.

### Automating the Learning Process

Human errors, such as data entry mistakes or calculation errors, are common in manual processes. However, automation can effectively mitigate these errors by adhering to predefined rules and algorithms, resulting in enhanced accuracy and data integrity. In the IT & ITES industry, where timely service delivery is paramount, automation plays a vital role in significantly reducing turnaround time. The adoption of automation in the IT and ITES sector is driven by the aim to optimize processes, enhance efficiency, minimize errors, & maintain competitiveness in a swiftly evolving digital landscape.

Tenneo LMS v8 offers high connectivity with over 100+ connectors. It makes seamless integration possible to ensure faster implementation. Tenneo LMS can be integrated with your current tech stack including HRIS and HCM systems to automate transfer of employee information into the learning system. Tenneo LMS v8 lets you define rules to automate manual processes like assigning courses, assessments, reminders and notifications. It carries out training need analysis and helps you understand the learning needs of each individual. You can also automate the learning program suggestion based on this analysis.

- ## Prioritizing Artificial Intelligence in Learning

The technology skills and demands constantly keep evolving in the IT and ITES industries. Employees must keep enhancing their tech skills to keep up with the changing market needs. Here, learning becomes the most important factor in determining employee performance and eventually, business outcomes. There are no second thoughts that analyzing the learning process and identifying the performance gaps of the entire workforce is not an easy task for admins and leaders. It is important to understand their specific learning needs and cater to them.

AI is helping IT and ITES companies push their boundaries to improve their services. AI can play an equally important role in employee learning as well. Enriched with AI and ML based features, v8 offers easy and hassle-free automation, in-depth performance analysis and learning pattern recognition to the employee training activity. You can make your learning process AI-driven, intuitive and effective by leveraging features like AI-based assessments, NLP searches and smart suggestions.

- ## Delivering Performance-Linked Learning

IT professionals encounter new challenges in their daily work, necessitating timely resolution of queries and an expectation that learning programs address their specific problems. This type of learning process significantly contributes to performance improvement. In the IT and ITES industry, there is an increasing demand for employee learning programs to shift their focus from mere skill acquisition to the integration of learning with performance. This shift reflects the industry's recognition of the importance of linking learning initiatives directly to enhancing overall job performance.
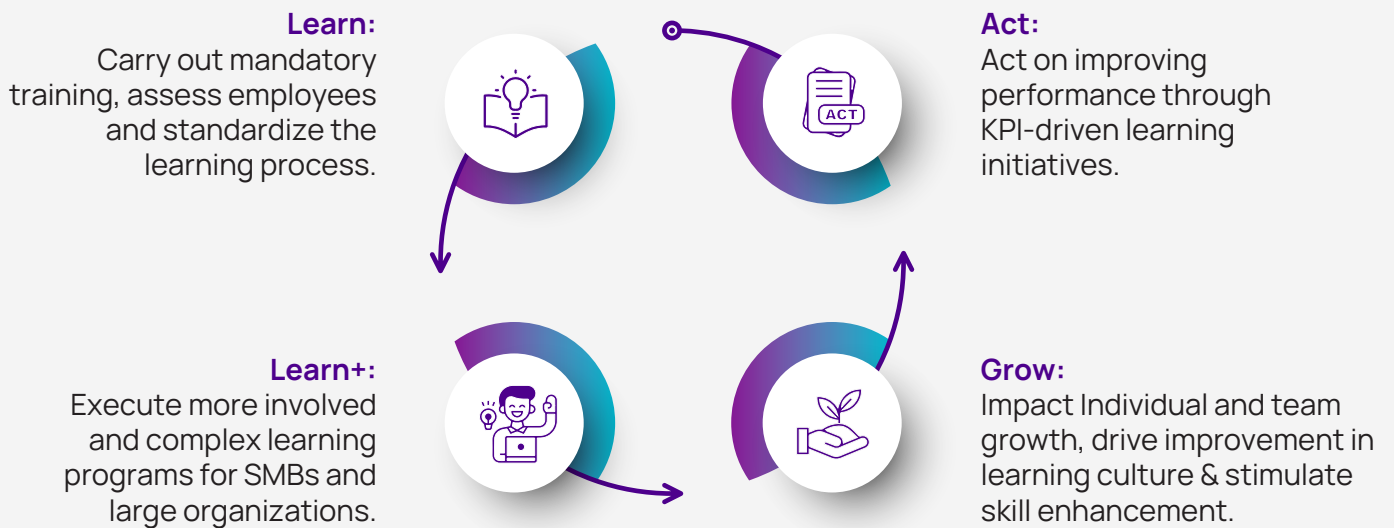
Tenneo LMS v8 links learning with employee performance. It focuses on delivering KPI-based learning to ensure employees can apply their skills and knowledge to improve their performance. It takes learning beyond just the ability to recall information. KPIs and performance metrics serve as the best indicators of employee training gaps and needs. With v8, you can identify their needs and offer configured learning programs and also avoid the risk of unnecessary training and retraining.

## Scalable Platform for Evolving Learning Needs

IT and ITES professionals must be responsive to evolving market and customer demands. In order to stay abreast of the latest trends, they need to continually educate themselves on the latest technological advancements. As a result, many IT and ITES organizations find it necessary to replace their current Learning Management System (LMS) due to its limited scalability in meeting the evolving learning needs of their workforce. What they require is a flexible learning platform that can adapt to their changing requirements.

Tenneo LMS v8 offers four variants to help you cater to the exact needs of your workforce based on your organization's learning maturity.

**Learn:**
Carry out mandatory training, assess employees and standardize the learning process.

**Act:**
Act on improving performance through KPI-driven learning initiatives.

**Learn+:**
Execute more involved and complex learning programs for SMBs and large organizations.

**Grow:**
Impact Individual and team growth, drive improvement in learning culture & stimulate skill enhancement.

# Tenneo LMS: Revolutionize the Learning Journey for your Workforce

Tenneo LMS has been configured to meet the specific needs of the IT industry, where flawless programming and technological progress are the norm.By incorporating principles derived from the science of learning and cognition.

Tenneo's learning solutions have proven effective for a wide range of clients across the globe. Tenneo LMS has been developed in close collaboration with industry experts in software and hardware to help IT and ITES organizations keep up with employee learning disruptions.

## 01 Collaborative Learning Suite

Tenneo LMS fosters a dynamic and interactive learning environment by offering a platform that promotes collaboration, knowledge sharing, and mutual learning among employees. Its various features, including discussion forums, virtual classrooms, and collaborative projects, enable active participation in discussions, the exchange of insights, and collective problem-solving. This enriches the overall learning experience while simultaneously enhancing employee motivation and engagement, resulting in heightened productivity and innovation within the organization.

## 02 Recommendation-based Learning Mechanism

Utilizing cutting-edge AI and ML algorithms along with data analysis, Tenneo LMS has the capability to assess user performance, monitor learning patterns, and pinpoint areas that require skill improvement. Through this analysis, it generates personalized recommendations for additional learning resources, courses, or training modules that directly target identified skill gaps. By adopting this approach, learners are provided with tailored learning solutions, empowering them to acquire the necessary knowledge and skills to excel in their respective roles.

## 03 Evolved Gamification Features

Tenneo LMS incorporates gamified elements such as leaderboards, badges, and challenges to foster active engagement and acknowledge individuals who showcase expertise in specific subjects. By integrating gamification into the learning experience, the platform not only motivates learners but also identifies subject matter experts by showcasing their achievements. This facilitates the connection between experts and employees seeking additional training or guidance, establishing a cohesive knowledge-sharing ecosystem within the organization.

## 04

### Self-paced Upskilling

Tenneo LMS provides a diverse array of self-paced learning modules, enabling individuals to learn at their preferred pace and convenience. Learners have the flexibility to select from a wide selection of courses and resources that align with their skill development objectives. The platform facilitates interactive assessments and progress tracking, empowering learners to monitor their skill acquisition progress and pinpoint areas that require further improvement. Additionally, the platform fosters continuous skill engagement by offering access to updated content, industry insights, & emerging trends.

## 05

### Compliance Features

Tenneo LMS includes a comprehensive compliance feature designed to meet various regulations such as GDPR (General Data Protection Regulation) and BDSG (Bundesdatenschutzgesetz) among others. With data privacy and security being a top priority, the platform ensures that all user data and information are handled in compliance with relevant data protection regulations. Tenneo LMS implements strict security measures to safeguard personal data, including encryption, access controls, and data anonymization where required.

## 06

### On-the-job Training & Evaluation

Tenneo LMS offers a well-structured framework for organizations to develop and implement customized on-the-job training programs that cater to the specific needs of individuals. By integrating multimedia content, interactive modules, and real-world scenarios, the platform facilitates immersive learning experiences that replicate the challenges and tasks faced in the actual work environment. Furthermore, Tenneo LMS includes robust evaluation features to assess the progress and performance of interns, freshers, and engineers, ensuring a comprehensive understanding of their development and proficiency levels.

As technology continues to advance at an unprecedented pace, the future of learning and development in the IT and ITES industries is poised for exciting transformations. With the aid of innovative platforms like Tenneo LMS, organizations can anticipate a future where learning becomes more personalized, adaptive, & interactive.

Artificial intelligence and machine learning will continue to play a pivotal role in analyzing learner data, providing targeted recommendations, and creating dynamic learning experiences.

Gamification elements will further enhance engagement and motivate learners, while on-the-job training programs will closely align with real-world scenarios. The future holds boundless opportunities for continuous learning, skill development, and fostering a knowledge-sharing culture, ensuring that IT professionals stay ahead in an ever-evolving digital landscape.

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## Seamless Success