



Learning & Development

FY 2024-25



Learning and Development

At Persistent Systems, we recognize the importance of continuous upskilling to navigate the evolving business landscape. **Persistent University** serves as a strategic hub dedicated to talent development, ensuring employees are equipped with the skills needed to thrive in complex, cross-functional environments. Our hands-on training programs emphasize real-time problem-solving, scenario-based learning, and development in **Technical, Domain, Power Skills, Leadership, and Project Management**.






Our approach fosters a culture of **lifelong learning**, aligning professional growth with organizational objectives and individual aspirations. We offer structured programs at all levels to support career advancement:

Entry-Level Programs	Mid-Level Programs	Senior-Level Programs	Leadership-Level Program
<ul style="list-style-type: none">▪ Graduate Recruitment Program (GEMS): Graduate Engineers with Multidimensional Skills - Technical training for freshers▪ Nebula: Training for Under graduate freshers	<ul style="list-style-type: none">▪ Tech Readiness Program: Preparing professionals for leadership roles in tech▪ Foundation PM Program: Project management foundation	<ul style="list-style-type: none">▪ Architect Development Program▪ Advanced Project Management Program▪ Aspire: Women leadership development initiative	<ul style="list-style-type: none">▪ Pinnacle: Business leadership program grooming future executives▪ Jarvis: Delivery leadership program
Coverage	Full-Time employees including Part-time employees		



Flagship Learning and Development Programs

(GRI Disclosure 404-2)

Program Name	Persistent Digital Engineering Academy (PDEA)	SASVA 2.0
 Program Overview	<p>A structured program to enhance employees' technical skills and career progression through specialized training and certifications.</p>	<p>An AI-driven platform that streamlines product development from ideation to post-deployment, improving innovation and efficiency.</p>
 Key Benefits	<ul style="list-style-type: none"> Enhances employees' confidence and credibility in their technical domain. Keeps them updated with industry trends. Empowers them to deliver high-quality solutions to clients. Facilitates career growth and internal mobility. Reduces reliance on external hires, optimizing costs. 	<ul style="list-style-type: none"> Boosts productivity and efficiency through AI-powered automation. Streamlines workflows for developers, product managers, and customer support teams. Enhances AI-assisted coding, bug fixing, and security. Provides real-time insights to improve customer experience.
 Business Impact	<ul style="list-style-type: none"> Increased internal fulfillment, reducing hiring costs. Lower customer interview rejection rates, enhancing client confidence. Strengthened employee credibility and career growth. 	<ul style="list-style-type: none"> Enables data-driven decision-making and smarter workload distribution. Reduces manual effort through AI-driven automation. Accelerates time-to-market, maximizing revenue potential.
 Quantitative Impact	<ul style="list-style-type: none"> FY 2023-24: 2,000+ employees trained and certified, leading to 4% internal fulfillment. 6,000+ employees certified leading to 11% internal fulfillment and significant cost savings. 	<ul style="list-style-type: none"> Helps businesses boost Annual Recurring Revenue (ARR) and Net Revenue Retention (NRR). Improves software engineering speed and efficiency.
 Employee Participation	<p>98% of the eligible workforce enrolled and ~60% are certified.</p>	<p>1,199 certified count of employees.</p>

Employee Skill Development Programs

(GRI Disclosure 404-2)

Program Name	Description	Focus Area
Tech Readiness Program 2.0	Equips technical leads with the skills needed for architectural roles, with a focus on digital transformation and DevOps.	<ul style="list-style-type: none"> Architectural design principles & non-functional requirements Multi-skill development across technology domains DevOps best practices & automation Role-specific learning and certifications
Architect Development Program	Designed to develop skilled architects with a strong consulting mindset. Focuses on core architecture competencies, digital technologies, and cloud modernization.	<ul style="list-style-type: none"> Core architecture competencies (Digital Tech, Cloud, Modernization) Business acumen, proposal & risk management Thought leadership, coaching, and mentorship skills
Foundation PM Program	Helps new project managers gain a fundamental understanding of project management practices.	<ul style="list-style-type: none"> Scope management from program vision to user stories Planning (estimation, prioritization, dependency management) Risk articulation and management Tools: JIRA, Azure DevOps Persistent-specific processes & tools Power skills (communication, leadership)
Advanced PM Program	Supports Project Managers transitioning to Program Managers, overseeing large-scale deals and complex projects.	<ul style="list-style-type: none"> Leadership & stakeholder influence Tools, processes, and best practices for managing programs Contract, proposal, and risk management Ensuring benefit realization and project coherence Maintaining a strategic perspective while delivering program goals

Coverage - Full-Time employees including Part-time employees

Program Name	Description	Focus Area
JARVIS – Delivery Leadership Program	Develops current and aspiring Delivery Partners to enhance their leadership and business management skills.	<ul style="list-style-type: none"> Customer focus & business acumen Change management & adaptability Coaching & talent development Cross-functional collaboration & communication
PINNACLE – Business Leadership Program	Aims to prepare high-potential Delivery Heads and DH(-1) to become strategic business leaders.	<ul style="list-style-type: none"> Financial acumen and budget management Strategic thinking and digitalization Customer-centric approach to leadership Advanced delivery leadership strategies
ASPIRE – Women Leadership Development Program	A structured 4-month program to empower high-potential women leaders at mid-senior levels.	<ul style="list-style-type: none"> Overcoming internal barriers & maximizing potential Establishing a strong personal brand Expanding professional networks & mentorship opportunities Navigating complex business challenges Building leadership confidence to drive business impact

Coverage - Full-Time employees including Part-time employees




Degree Programs and Certifications

Program Name	Description	Focus Area
Hyperscaler Certification Programs	Specialized certification programs for various cloud and technology platforms, ensuring skill enhancement across all levels.	<ul style="list-style-type: none"> ▪ AWS: Premier Consulting Partner (1,950+ AWS certifications) ▪ Azure: Microsoft partnership (6,600+ Microsoft certifications) ▪ GCP: Google Cloud Partner (2,000+ certifications) ▪ IBM: 1,050+ badges ▪ Salesforce: 10,500+ certifications ▪ AI/ML/GenAI: 3,928+external certifications, investment in AI/ML capabilities ▪ Others: Databricks, Snowflake, ServiceNow, ITIL, etc.
Degree Programs/ Higher Education Initiatives	Persistent Systems values our employees' knowledge and skills as our greatest asset. To stay current in a rapidly changing world, Full-time employees will have the chance to pursue tertiary education and postgraduate qualifications. We offer sponsorship for Master's programs at renowned universities/colleges for career advancement. Additionally, we provide educational assistance and financial support for university, college, vocational courses, and certifications. Financial assistance or fee reimbursement is available within limits upon successful completion of exams each year.	<ul style="list-style-type: none"> ▪ India: M.Tech in Cyber Security & Data Science (COEP Tech University and BITS Pilani) ▪ Global: MS in Analytics, MS in Computer Science (ML), MS in Cyber Security (Georgia Tech) ▪ Encourages research, innovation, and intellectual property development ▪ Supports application of acquired knowledge in real-world client projects
External Training and Certification	This policy ensures that full-time employees receive reimbursement for pursuing external training, vocational courses and certification. It aims to provide equal learning opportunities, enabling individuals to choose suitable career paths and access the certification process for professional development. The organisation offers 100% reimbursement for certification costs.	<ul style="list-style-type: none"> ▪ Domain-specific external certifications, ISO certifications, role specific certification, masterclass and others are supported to enhance professional development and align with industry standards
Partnership with Universities	We partner with educational institutions and universities to develop joint programs for training our employees. We host workshops to enhance domain knowledge and organize coding competitions.	<p>The focus areas of these partnerships are:</p> <ul style="list-style-type: none"> ▪ Enhancing management skills through workshops ▪ Improving domain knowledge with sessions ▪ Providing strategic guidance to develop a consultative mindset

Coverage - Full-Time employees including Part-time employees

Learning and development partners

We are the “Ecosystem Orchestrator of Choice” for our clients

				
Gold Partner & Direct CSP	Premier Partner	Premier Partner	Global Summit Partner	Platinum Business Partner
7,700+ technologists	3,300+ technologists	1,600+ technologists	2,130+ technologists	2,500+ technologists
6,600+ Certifications	1,950+ Certifications	2,000+ Certifications	10,500+ Certifications	1,050+ Certifications*

Our 360° Strategic Alignment



As an AI-led Transformation Partner:
Bringing in platform-led services approach



As an Engineering Partner:
Bringing in deep technical expertise and knowledge



As a Solutions Partner:
Bringing in customizable solutions



As a GTM Partner:
Bringing in customer understanding and implementation expertise

22,100+ TOTAL CERTIFICATIONS

All certification numbers are as per partner portals
*IBM badges

Mandatory Compliance Training



**Modern Slavery and
Human Trafficking**



**Safe Workplace
Policies**



**Human
Rights**



**Diversity, Equity and
Inclusion (DEI)**



**Environmental
Health & Safety**



**Infosec Compliance
Acceptable Use
Policy & Privacy
Notice**



**Code of
Conduct**

All employees and contractors undergo mandatory annual compliance training

Code of Conduct

Persistent Systems conducts annual training on the Code of Conduct for all permanent employees and contractors to ensure understanding of ethical standards. The training includes topics such as anti-corruption, conflict of interest, and data privacy, fostering a culture of integrity. This rigorous training ensures that employees are well-versed in the principles and practices necessary to maintain a high standard of behavior and compliance.

Safe Workplace Policies

We are committed to providing and maintaining a work environment that is free of all forms of harassment. This course focuses on explaining elements that hamper safety in workplaces and strategies to bolster psychological safety and civility.

Annual InfoSec Compliance Acceptable Use Policy and Privacy Notice

Privacy Notice and Acceptable Use Policy

Modern Slavery and Human Trafficking

Persistent Systems will continue to review and enhance as appropriate our efforts to prevent human trafficking and other misconduct within Persistent Systems or by any of its other Stakeholders.

Human Rights

Our Human Rights training aims to educate employees about the freedom of association, the right to collective bargaining, data privacy and protection. It empowers employees by focusing on inclusion, equal remuneration, benefits, career and personal development opportunities, and community engagement. Additionally, it extends our commitment throughout the supply chain.

Environmental, Health & Safety

The Company's Environmental, Health & Safety training aims to educate our employees to Prevent occupational hazards through effective control measures, health and safety programs, and regular risk assessments. Foster safety culture with training on fire drills, ergonomics, and hazard identification. Promote healthy lifestyles, comply with international OHS standards, and continuously improve the OHS management system with stakeholder involvement.



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