



# **Persistent University**

## **FY 2024-25**



# Human Capital Development

(GRI Disclosure 404-1, 404-2)

As Persistent Systems continues to grow and evolve, the Company recognizes the importance of continuous upskilling to navigate an increasingly dynamic and complex business landscape. The Learning & Development (L&D) team is dedicated to fostering innovative and engaging learning experiences that equip employees with the skills needed to excel in cross-functional, multidisciplinary teams.

All training programs at Persistent Systems emphasize hands-on learning, incorporating real-time problem-solving scenarios and action-learning projects. These programs span across key competency areas, including Technical Skills, Domain Expertise, Power Skills, Leadership Development, and Project Management, ensuring a highly skilled workforce capable of thriving in challenging environment.

94 hours

Average learning hours per Full-Time Employee (FTE)

94.1%

Learning coverage across the workforce

₹ 11,027

Average training investment per FTE

23,139

Employees trained globally

## Individual Learning Plan



**Role Based Learning**



**Manager Recommendation**



**Individual Aspiration**



**Organizational Recommendation**

# Persistent University

Persistent University serves as a strategic hub for rapidly developing talent across the organization, fostering a culture of continuous learning and skill enhancement. Our focus is on aligning employee upskilling with organizational goals, project demands, and individual aspirations, ensuring we remain competitive in today's fast-paced environment.

As our workforce grows, we proactively address challenges related to scalability, adaptability, and evolving

business needs. Our Learning and Development team is dedicated to ensuring the right talent is prepared for key roles while also future-proofing our workforce through targeted upskilling and cross-skilling programs designed in collaboration with business leaders.

To deliver an exceptional learning experience, we incorporate best-in-class methodologies, hands-on training, and real-time problem-solving exercises across critical domains, including Technical, Domain, Leadership, Power Skills, and Project Management. This

approach fosters a vibrant learning ecosystem that drives employee excellence and innovation.

Persistent University also enables large-scale reskilling through a dynamic hybrid model that blends instructor-led sessions with online resources, fostering collaboration and hands-on learning.

## Key Highlights

184+

Digital Tech Courses

60%

Formal Training

40%

Hands-on Learning

170 +

Persistent Digital Engineering-Technical skill clusters

350 +

Technical & Power Skill Courses

## Persistent University Offerings

At Persistent Systems, we provide a diverse and holistic learning ecosystem designed to empower employees with the skills, knowledge, and resources needed for career growth and success.

### Technology & Certifications

Comprehensive digital engineering training programs tailored to various roles, levels, and technologies. focused on designing, developing, and delivering technical training programs tailored to meet business needs. Interventions are in the form of instructor-led, blended, collaborative learning, bootcamps and/or self-paced e-learning along with assignments, virtual labs, practice tests and robust assessments. Reinforcement for continuous learning and support for internal and external certifications. Course offerings include courses for core technical skills as well as multi-level (foundation to proficient) courses for GenAI and SASVA. All full-time employees and contractors are eligible to participate in these learning programs.

### Experiential Learning Portfolio

Hands-on and informal learning experiences through initiatives like Experiential Programs, Meetups, and Friday Learning Clubs.

#### 1. Career-related

Through various activity-based learning programs such as Career View, The Brand I, SWOT, This Day Next Year, etc., we help employees

1. Be better aware about their own careers
2. Plan the careers with a long-term perspective
3. Define clear career-relevant goals and actions in a systematic manner
4. Aspire to build a personal brand as a professional

#### 2. Team Success

With an objective to help employees bond and network with their own team members and drive relevant focus areas as a team, we design and organize Experiential Programs for Team Success.

These are gamified, theme-based and action-oriented learning Programs for teams, where employees get to participate with their team members, get to know each other, understand each other's perspectives, and learn from those.

#### 3. Employee Resource groups

Sessions with Prerana (Women's ERG) to help the women understand and imbibe ENRICH (Empower, network, reach for your goals, invest in yourself, create/ change, harmony) framework of Prerana. Sessions with Pehchaan community to create awareness about the LGBTQ community, understand their challenges. Sessions with Able community to foster inclusive initiatives for Specially abled people.

### Assessment Centre

A robust platform featuring in-house tools and a question bank covering 100+ skills to assess and enhance employee capabilities.

### Strategic Partnerships

Collaborations with external vendors, universities, and digital content providers to keep employees updated while awaiting internal placements.

### Skilling Led Fulfillment (SLF)

Initiative aims to quickly allocate employees on the bench to billable roles. L&D team collaborated with Delivery, Resource Management and Talent Acquisition teams to evaluate benched employees' skills and map them to open positions. Purpose is better utilization of bench employees, quicker deployment to billable assignments and filling open positions to save on lateral hiring costs.

### The Persistent Digital Engineering Academy (PDEA)

Implemented to align employee upskilling with organizational goals. Leadership ensured skill clusters matched business needs, while the platform streamlined skill tracking and certification. Tailored learning paths for 170+ skills addressed diverse needs, with certifications linked to assessments to incentivize participation. Engagement was fostered through orientations, workshops, and success stories, while continuous feedback and real-time data tracking facilitated ongoing improvement, establishing PDEA as a sustainable framework for workforce readiness and organizational growth.

### Power Skills

Training programs focused on essential soft skills and behavioral competencies for professional and personal development.

### Sales Enablement Program

Our organization offers a diverse range of sales training programs designed to enhance the skills and knowledge of our team. Firstly, we have a well-structured induction programs for new sales employees. In the last financial year, we launched the 'genNx't programs specifically for MBA hires, ensuring their smooth assimilation into the Company. Additionally, we initiated a learning programs for non-sales employees transitioning to sales or growth consulting roles. This programs provided a comprehensive understanding of the sales life-cycle and the various touchpoints with other functions. Each delivery unit actively shares their solutions and offerings with their respective sales teams. Furthermore, the Marketing team organizes G&A calls to update salespeople on the latest offerings. On a need basis, Udemy log-ins are provided to sales personnel to facilitate continuous learning and development.

### DEIB (Diversity, Equity, Inclusion & Belonging) Training

Sessions covering key topics such as unconscious bias and inclusive workplace practices to foster a diverse and equitable work environment.

### Cultural Learning

The importance of cross-cultural understanding in the corporate business world cannot be overstated. It fosters better teamwork, enhances communication, and leads to the creation of more effective global strategies. By appreciating and respecting cultural differences, businesses can avoid misunderstandings, reduce the risk of conflicts, and create a more inclusive and harmonious work environment. This cultural awareness also enhances customer relations and market reach, paving the way for successful international ventures.

### Mentorships

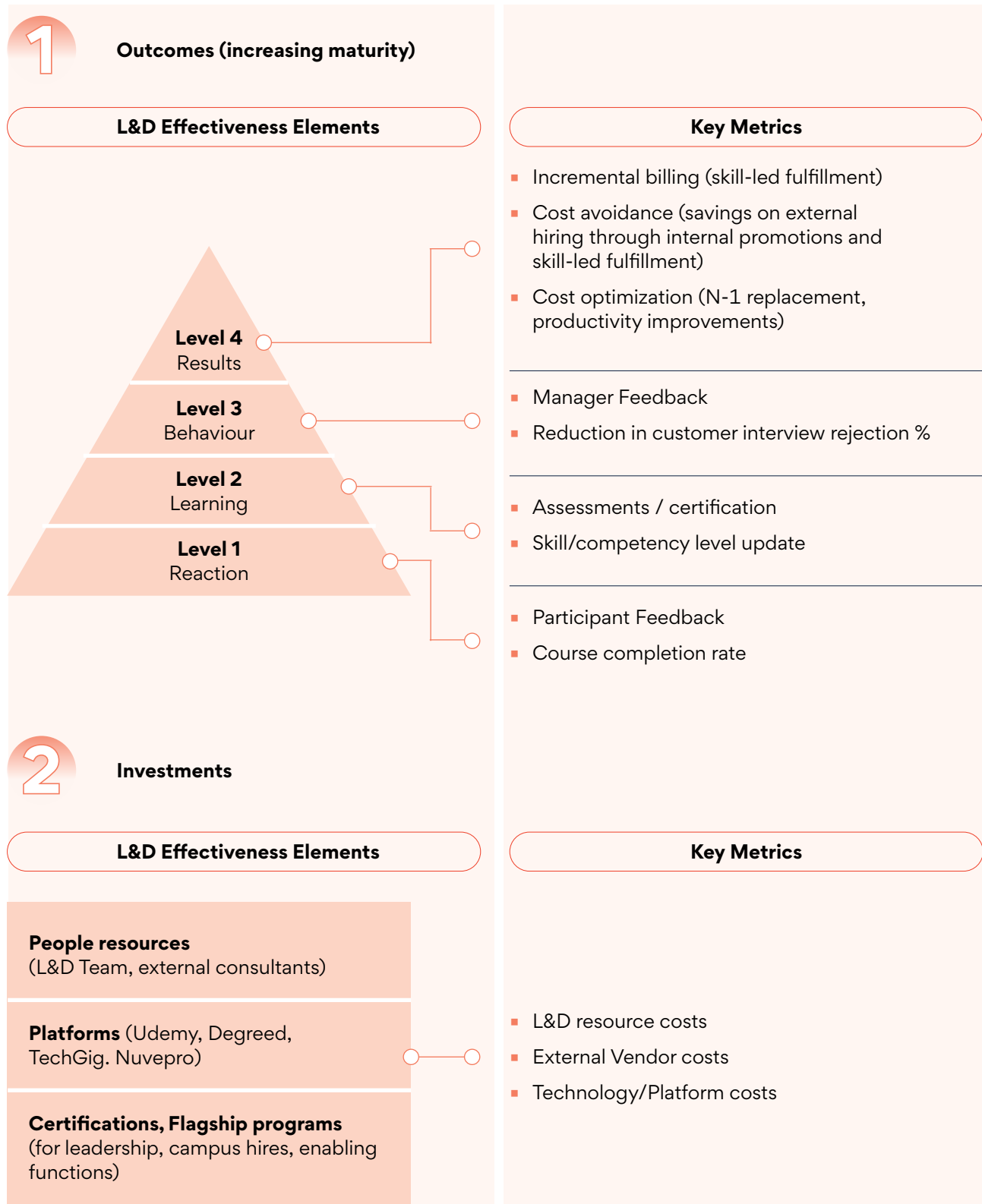
Meetups are 1-hour sessions delivered by experts, specialists and leaders on various technical and non-technical topics. Meetups provide an opportunity for employees to network and connect with colleagues with similar areas of interest spread across the globe. Meetups provide platform to the employees to learn from experts, ask questions, share their own perspectives about the subject.

## Training Evaluation

Training evaluation model is designed to measure the extent to which training program participants have improved their knowledge and skills because of the training. Each of our training program is followed by objective assessments and subjective/assignment-based assessments.

### L&D Effective Framework

Ensuring ROI from investments by measuring and tracking outcomes



## Level 1

### Reaction: Participant Feedback & Course completion rate



All our training programs include mandatory feedback on a scale of 1 to 5, with 1 being the lowest and 5 being the highest.

## Level 2

### Learning Assessments/Certification & Skill/Competency level update



Each of our training programs is accompanied by objective assessments, with 90% of the trainings also including subjective or assignment-based evaluations.

## Level 3

### Behavior



We utilize feedback from managers and employees to assess behavioral changes and their impact on business outcomes. This approach aids in reducing the rejection rate during customer interviews and enhancing customer satisfaction.

## Level 4

### Results/M Measurement



At Persistent University, we measure through an ROI model to show learning's impact on strategic goals and business performance. It highlights skill enhancement, improved competencies, and better career prospects for employees. Level four measures help justify the learning budget, identify best practices, and pinpoint areas for improvement. These measures have revealed gaps and opportunities in the design, delivery, and implementation of the learning programs.

Tangible/Intangible outcomes are - impact of our continuous learning and certification programs on our CSAT parameters on team competencies, winning additional training as a service opportunities as a value added service, being able to maintain higher tier partnership levels due to higher order and specialization certifications, enhanced employees credibility due to internal and external certifications leading to increased customer acceptance while deployment, able to retain good talent and attract good talent, etc.







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