

LEARN. SHARE. REPEAT. A NEW STRATEGY PAYS OFF FOR TEKSYSTEMS



CLIENT



HEAD OFFICES

Hanover, Maryland

INDUSTRY

IT Staffing and Services

NO. OF STAFF

6,000 globally

DEGREED FEATURES USED

- Pathways
- Plans and Pages
- Groups
- Skill Plans
- Provider Integrations
- Skill Ratings

USE CASES

- Onboarding
- Performance Management
- Compliance/Functional/Product Training
- Change Management
- Career Mobility
- Developing High Performers
- Manager/Leadership Development

CHALLENGE

To confront a highly expedited level of change within TEKsystems' markets, services, customers, and consultants, along with realigning a learning model that meets the evolving needs of an international organization.

SOLUTION

Introduce a new, digitally-creative L&D model to continually educate, communicate, curate, and deliver the most up-to-date material to a global workforce.

RESULTS

80% of employees engaging weekly in Degreed with an almost **one-to-one completion rate.**

SUMMARY

TEKsystems, an Allegis Group company, delivers IT services and staffing solutions worldwide, serving 80% of the Fortune 500 from seven global solution centers and more than 100 locations worldwide. A firm believer in the power of technology to drive change, TEKsystems needed to upgrade their Learning & Development platform to better support employees who deal directly with clients. Teaming up with Degreed, TEKsystems created a learning environment that can drive the entire business forward.



CHALLENGE

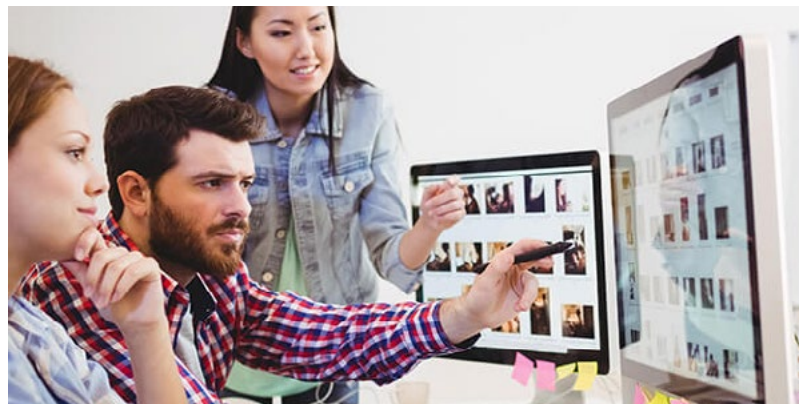
TEKsystems offers this counsel to its clients: in a world of perpetual and rapid change, true leaders do more than adapt; they anticipate and take advantage of new opportunities, refine their strategy, and spark new energy to remain successful and innovative. In other words, they own change.

TEKsystems took its own advice when analyzing how and why its corporate L&D program was no longer functioning at a high enough level. The analysis showed that a number of factors, including the constantly evolving nature of IT markets and internal advances at the company, were setting up a scenario that demanded change. The scenario: the existing L&D model — which was based on the company creating and disseminating the information employees needed to perform their jobs — had run its course.

SOLUTION

TEKsystems decided to focus on a new learning strategy that would leverage the organization itself. By moving to a more socially-gathered and socially-curated model, employees would be encouraged to consume learning throughout the day, while also sharing their knowledge with others.

“We have a large workforce that’s competing in a very specific market or subsection of our business, so we have to have material ready for them at the ‘moment of truth.’ That time when they have someone sitting across from them or on the phone and then having to be very direct to create value for those customers,”



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Executive Director of Professional Development
TEKsystems

explains Chris Harry, TEKsystems’ Executive Director of Professional Development.

After considering several options, TEKsystems chose Degreed because of its communication abilities for groups and individuals — especially around learning resources that aren’t necessarily targeted by a professional development team. All in all, Degreed offered the solutions TEKsystems needed to deal with an expedited world of development.

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this planet is going to keep up with that speed,” notes Harry.

Degreed provided TEKsystems with a unified platform that Harry likens to a jet fighter cockpit. “All of your tools are together, so work time and learning time become one. The user can pull things in and create learning Pathways that they have an interest in. Flexibility is huge and the mobility is fantastic.”

To simplify the transition to the new platform, TEKsystems used custom pages in their LMS to build a Degreed-esque environment for its four largest products months ahead of the launch. “We had a single focus for these pages and that was to get us curating content, like we were in Degreed with training wheels for a little more than a quarter,” says Harry.

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The Degreed platform was launched with strong and effective messaging centered on creating a community of learning where everyone shares with each other. The official message — Learn. Share. Repeat. — was aimed at encouraging deeper levels of engagement.

“If you’re looking for a user to come, consume, and leave, you’re not going to have those continued efforts of coming back,” explains Degreed’s Director of Client Success, Patrick Marchand. “But when you reinforce the behavior of sharing, consuming comes along as one of the first parts of sharing.”

TEKsystems and Degreed brought in subject matter experts to be part of the learning process. With that grassroots approach to ownership of content, all employees became both consumers and facilitators of learning. “It’s no longer learning that’s just coming from the learning department out to people. It’s the people that are consuming learning, owning it, and coming in and becoming facilitators of that learning,” says Marchand.

TEKsystems’ onboarding process has also been streamlined. Various role-specific Pathways, as well as an initial six-week program for all new people, are the main component of each employee’s onboarding experience. And all of it done in Degreed. The Pathways provide resources that outline the company’s history, goals, values, dictionary, and market familiarity.

An example is the Direct Sales Onboarding Pathway — a prerequisite to hands-on account manager training — which covers how to craft an elevator pitch, manage a network and pipeline, conduct role-plays, and shadow customer meetings. The Pathway also includes check-ins to ensure that updated goals are set and incomplete goals are closed out.

“It’s easy and functions like a lot of different tools that people have on their phones today,” Harry says of the overall functionality of the Degreed tool. “There’s simplicity in it. And it works, it really works!”



RESULTS

Company data shows that its recruiters train 100% in Degreed. TEKsystems has seen a significant increase in spread-per-producer dollars year-over-year for every recruiter with less than 52 weeks with the company. The time required to move employees off their training compensation package to salary dropped by four weeks between 2017 and 2018.

TEKsystems reports an 80% weekly engagement rate with Degreed. In the first nine months of operation, more than 265,000 pieces of information were searched for and found, 240,000 were completed, and 9,000 were pushed on to other people.

“The other thing that’s playing out pretty well for us is the ability to connect other partners through Degreed to us,” Harry says. “That ability is so much further ahead than what any LMS out there can do. When you’re talking about keeping your workforce gainfully aware and developed, that flexibility working through the integration process and through the API is working really well.”

Using the Degreed platform has enabled TEKsystems to eliminate the considerable expense of running off-site summits to disseminate product knowledge to employees. The company is also working on new time-saving applications, including implementing the tool across the Allegis Group.



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Want to get started? Need more info?

We want to meet you! Visit us at degreed.com
or email us today at info@degreed.com

