

SOCIAL

# Human Capital Development

## Learning and Development

As we grow and expand, we realize the need for a continuous upskilling to meet the newer challenges in a dynamic and complex business scenario. Our L&D team is committed to facilitate new and engaging means for a continuous upskilling for maintaining a highly skilled workforce which can operate in challenging situations, multi-disciplinary teams in a highly cross-functional environment. All our training programs are hands-on, featuring real-time problem-solving scenarios and action-learning projects across Technical, Domain, Power Skills, Leadership, and Project Management competencies.



## Learning hours

**72 Hours**

Average learning hours per FTE

**69 Hours**

Average learning hours per employee (FTE and Contractors)

**90%**

Average learning coverage

**₹ 11,484**

Average amount spent per FTE

**₹ 10,329**

Average amount spent per employee (FTE and Contractors)

**23,352**

Employees trained globally



## Persistent University

Persistent University serves as the central strategic arm dedicated to rapidly scaling talent across the organization. Our primary focus is on fostering an active learning culture that prioritizes continuous skill development to remain competitive in today's fast-paced market. Through our initiatives, we continuously facilitate employee upskilling aligned with organizational goals, project requirements, and individual aspirations.

As our organization expands, our teams face ongoing challenges related to scalability, security, adaptability, and more. To address these challenges, our Learning and Development Team is committed to enabling business growth by ensuring we have the right talent available for the right kind of role for quick succession. Moreover, we proactively prepare our workforce for the future through upskilling and cross-skilling programs, developed in close collaboration with our business leaders.

To deliver the finest learning experience, we leverage best-

in-class methodologies, tools, and technologies. Our training programs are hands-on, featuring real-time problem-solving and action learning projects across key competencies such as Technical, Domain, Power Skills, Leadership, and Project Management. Through these efforts, we act as catalysts for fostering a vibrant learning culture that empowers our employees to excel and innovate.

Persistent University tackles the challenge of "scaling talent at speed" through various reskilling interventions. Previously offered entirely online, learning programs have adapted to a hybrid model now as per the changing work culture. This includes instructor-led sessions alongside online resources, fostering collaboration and hands-on learning to meet the needs of a changing work environment.

## Leadership Development

Persistent has a well-defined framework that fosters leadership development at all levels. The organization runs a variety of programs like ASPIRE for empowering mid-senior

women leaders to JARVIS and Pinnacle which grooms future Delivery Partners and Delivery Heads. For those building their people management skills, we offer programs like "Be an Awesome Manager" which includes modules for new team leaders and experienced people managers. To further equip senior leaders, we collaborate with external consultants for specialized executive programs.

**350+**

Technical & power skill courses

**100+**

Digital Tech. courses

**60%**

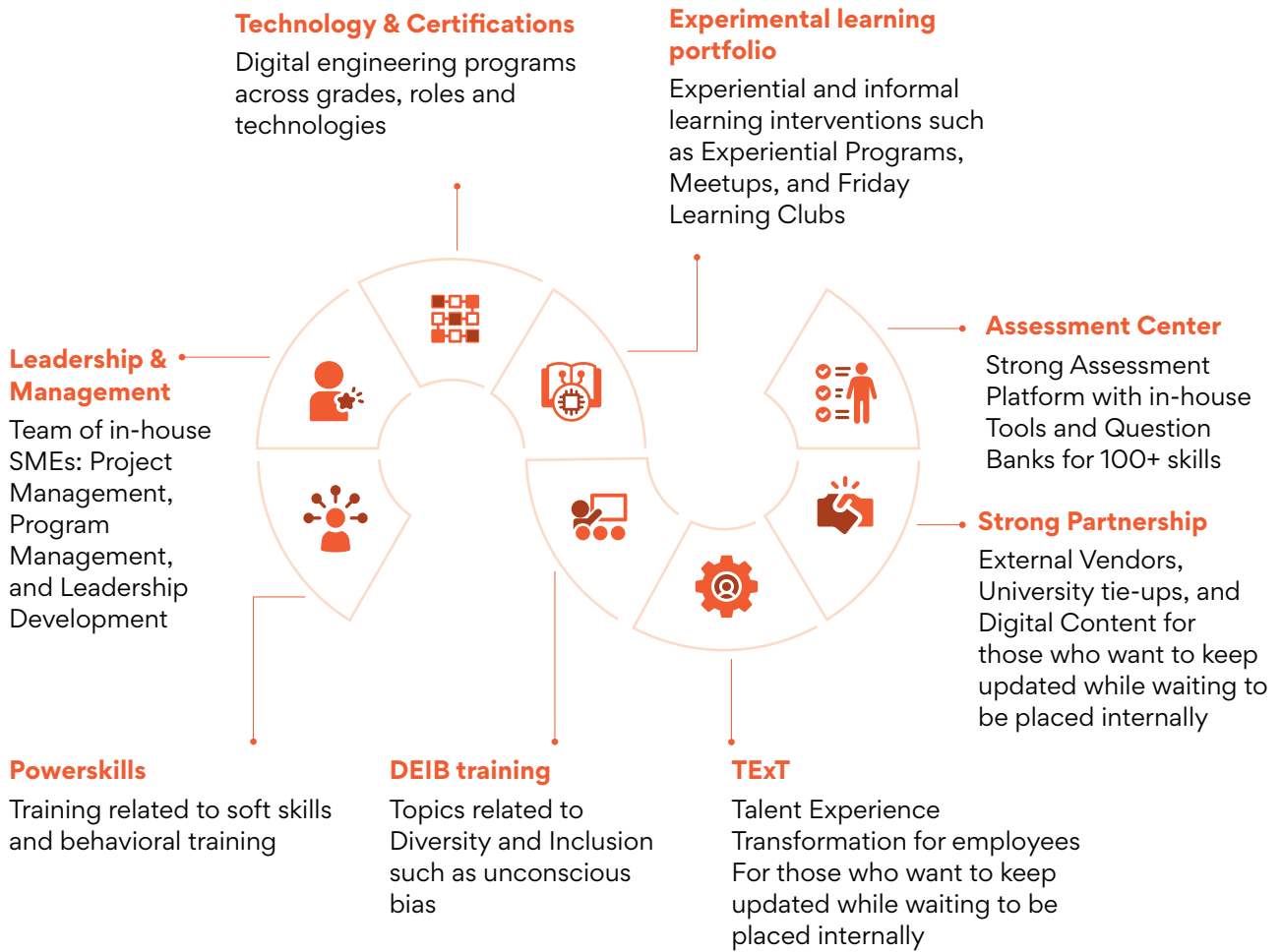
Formal training

**40%**

Hands-on-learning

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### What we offer



## Employee Development Programs

Employee development programs are focused to upgrade and improve employee skills.

	External Certifications Program	GenAI Awareness Program
Name and Description of the program	<p>Persistent encourages all employees in getting certified in the 5 critical Hyperscalers i.e. AWS, Microsoft, GCP, SFDC &amp; IBM and other non Hyperscalers like Databricks, Snowflake, RedHat, etc. for building technical capabilities as a distinguisher. It is an investment on our part to support our clients' multi-cloud journey.</p> <p><b>Focus Areas</b></p> <ul style="list-style-type: none"> <li>• Hyperscalers: Salesforce, Microsoft, AWS, IBM, GCP</li> <li>• Non-Hyperscalers : Databricks, IBA, Snowflake, MuleSoft, RedHat, etc</li> </ul>	<p><b>GenAI Foundation course</b> is designed for technical and non-technical audience across the Organization to understand the concept and its adoptions into various disciplines of business.</p> <p><b>Focus Areas</b></p> <ul style="list-style-type: none"> <li>• Overview of GenAI technology and its adoption across the industry</li> <li>• GenAI for Software Development Lifecycle</li> <li>• How Prompt Engineering is being used and its adoption</li> <li>• Primer on few GenAI development tools</li> <li>• How to use Amazon Codewhisperer</li> <li>• Capabilities of Amazon Codewhisperer</li> <li>• Supported Languages and IDEs</li> </ul>
Business benefits	<p>Our focus on maintaining the Partner Certifications (Hyperscalers – Microsoft, IBM, Amazon, Google, Salesforce) across all the partners has helped us achieve the apex partnership status across Hyperscalers. Our per capita certification in Salesforce is the highest in the industry.</p> <p>We also increased investments and co-innovation activity with our Hyperscaler partners across a variety of technologies including cloud, cybersecurity, Intelligent Automation and AI.</p>	<p>GenAI awareness across the Organization to understand the concept and its adoptions into various disciplines of business.</p>
Quantitative benefits of the program – monetary and non-monetary	<p>More and more industry roles require proficiency in specialized skills and Partner certifications help us build competitive team.</p>	<p>Awareness on GenAI and GenAI for software development to improve overall performance, helped us to be the early adaptors to kickstart the pilot programs for our customers to have more insight about using GenAI tools and frameworks across the development lifecycle to improve productivity.</p>
% of FTEs participation	36.6%	75%

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### Flagship Programs

#### Technical Academy

- Anchor & Propeller  
Development program for Architects and Sr Architects

#### Project Management Academy

- Falcon & Avenger  
Develop project and program manager's mindset and skills

#### Leadership Academy

- JARVIS & Pinnacle  
Leadership development program focused on Delivery Partner and Delivery Head role readiness programs to build future leaders

#### GEMS

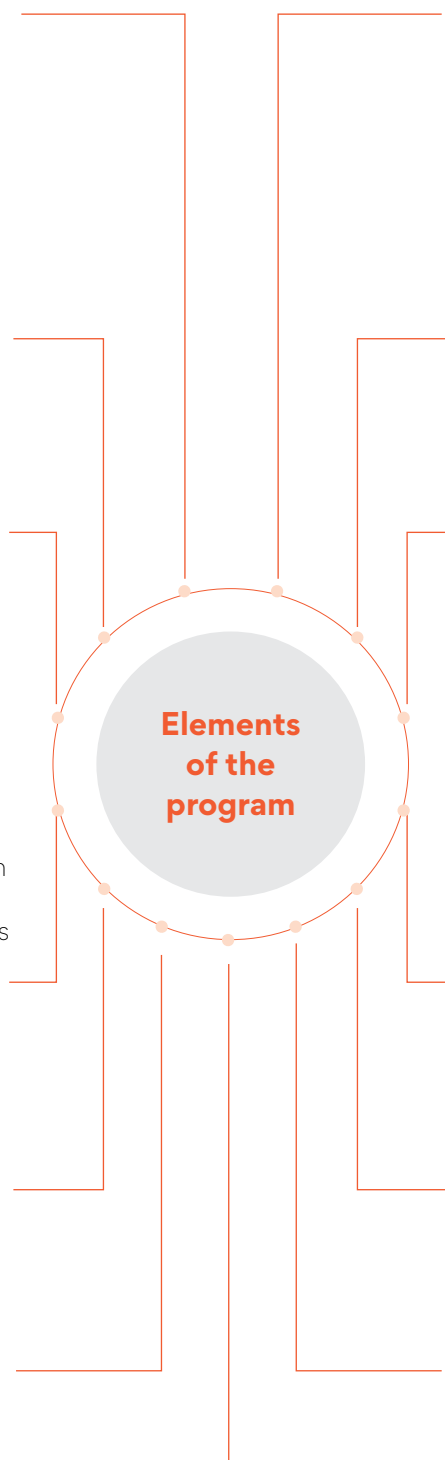
- Graduate Engineers with Multidimensional Skills program for Industry-readiness and Persistent-readiness for campus hires

#### ASPIRE

- Women leadership program for high-potential women employees to increase women representation in leadership positions

#### Enabling Line Managers

- Programs aiming to help line managers understand & play their role effectively



#### TEXT

- Bench enablement program based on hands-on learning

#### Persistent Women's Returnship Program (PWRP)

- Women on their career break, bringing them back to corporates through hands-on trainings and mentorship

#### Experiential Programs for Team Success

- Activity-based, action-oriented, team-building programs with focused and relevant takeaways

#### Exp Learning Championship for Fresh Grads

- A series of Experiential Program with focus on ONE TEAM, Learning and we are Persistent mindset

#### We are Persistent

- Experiential Program for new joiners with focus on creating awareness about Persistent's corporate values and mission

#### Learning path to become certified

- Meetup sessions with focus on hyperscaler certifications such as IBM, Salesforce, AWS, Azure and GCP

#### Mandatory trainings

- Code of Conduct, Modern Slavery and Human Trafficking, Safe Workplace, Health and Safety

## “Ecosystem Orchestrator of Choice” with our Partners



<p>Gold Partner &amp; Direct CSP with <b>6,536+</b> technologists</p> <p><b>5,050+ Certifications</b></p>	<p>Premier Partner with <b>2,146+</b> technologists</p> <p><b>1,250+ Certifications</b></p>	<p>Premier Partner with <b>844+</b> technologists</p> <p><b>1,800+ Certifications</b></p>	<p>Global Summit Partner with <b>2,450+</b> technologists</p> <p><b>7,550+ Certifications</b></p>	<p>Platinum Business Partner with <b>2,031+</b> technologists</p> <p><b>500+ Certifications*</b></p>
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<p><b>Our 360° Strategic Alignment</b></p>	<p><b>As an Engineering Partner</b></p> <p>Bringing in deep technical expertise and knowledge</p>	<p><b>As a Solutions Partner</b></p> <p>Bringing in customizable solutions</p>	<p><b>As a GTM Partner</b></p> <p>Bringing in customer understanding and implementation expertise</p>
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**16,200+**  
Total Certifications

All certification numbers are as per partner portals \*IBM badges

### Support for degree programs and certifications

All internal self-training through Learning Management System, external trainings and certifications are available for employees, (including contractors, part-time and trainees). We also support employees for their degree programs.

#### Leadership Development

The Leadership Development program prioritizes the development of internal talent in alignment with business objectives, employing an objective and structured assessment center to chart career trajectories for aspiring individuals. Through our High Potential framework, we evaluate individuals based on their capacity, aspirations, and commitment. Leadership development is a core focus, achieved through tailored Individual Development Programs (IDPs) and various leadership development initiatives.

Our leadership hiring process is seamlessly integrated with our annual manpower plan and capacity-building efforts. It involves talent mapping across the industry to meet leadership needs, utilizing a combination of internal and external recruitment strategies. We prioritize proactive hiring, leveraging employee and leadership referrals. Additionally, we offer a customized onboarding experience and assimilation process for seamless integration into our organization.

#### Succession Planning

Our succession program is dedicated to identifying individuals poised to assume critical delivery leadership roles. This model includes assessment centres that evaluate individuals’ potential, aligning assessments with the competencies necessary for their next role. Assessment reports are accompanied by development discussions and action plans to foster growth. We develop Tailored leadership programs designed to enhance competencies effectively. We have also identified a second line of successors, ensuring business stability in the event of unforeseen contingencies.