



SKILLVERSE

***WE EMPOWER OUR EMPLOYEES TO GROW
AND THRIVE BY UNLOCKING A UNIVERSE
OF LEARNING & DEVELOPMENT
OPPORTUNITIES***

Introduction to T-Systems' commitment to fostering continuous learning and development through innovative global learning solutions.

by **oneHR** T-Systems

Skillverse transforms TSI's learning ecosystem worldwide

We provided a global learning flat rate. The aim of the project was to create an environment where learning is attractive, simple, at scale and smart. The project was launched in March 2023 and includes the phases of program setup, design, implementation, go-live, ramp-up and operational excellence.

Decoding the needs:

- **Introduction of a global training catalogue** with virtual instructor lead classroom trainings, offering a streamlined and unified approach to training across all regions.
- The content is purchased globally, with **procurement hubs in Hungary and India.**
- The initiative is designed to deliver an **amazing learning experience**, providing an **identical experience for everyone, everywhere**. Learners will benefit from a **single-entry point** to all content through **a Learning Management System**, ensuring easy navigation and consistent delivery across the globe.
- The system is simple and efficient, with payment and administration managed via a unique **flat rate** model, replacing the traditional pay-per-use approach.



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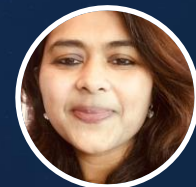
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Learning Catalogue



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Processes

We were far away from best in class

Before the program, each unit of T-Systems was responsible for its own training management which led to loss of efficiency in many ways affecting the local L&D units, the budget utilization and the learners.

- **Overwhelmed HR staff:** General workload was very high among the HR employees. Hiring additional FTE was not possible, due to local budget and headcount restrictions.
- **Lack of efficiency:** the same trainings were organized redundant by each TSI entity. Training costs vary significantly for identical trainings across the countries. we did not make use of the global network, processes for internationalization not established (cross-charging/ budgeting).
- **Poor learning experience:** the portal landscape (LMS) was highly fragmented and cannot serve global processes and user experience. Navigation through the learning jungle was a challenge.

16

of entities

26.710

of learners

22.000 €

Learning budget

30%

Untapped savings
Potential

One global product: Flat rate learning for all

The global training center is structured **like a company** that purchases high-quality training and certificates, in **India and Hungary**, and makes them available to all TSI learners around the globe. These trainings are funded by a **flat rate** from the participating countries.

We were driven by the vision of unlocking a universe of learning.

attractive

Having a comprehensive **training portfolio** on a worldwide scale.

smart

Accessing all learning content via **one single point**.

simple

Lean payment and administration at a monthly **flat rate**.

at scale

Having a **unified pricing model** and save money of the training costs per person. Provide access to all global trainings thanks to lower training costs.

#FLATRATE

LEARNING

Determined to beat the challenges

Lack of trust within the family

The trust within the T-Family was not sufficient to easily hand over the process of training management, to give up on autonomy for standardization and centralization.

Intense communication on different layers, early involvement and transparency helped to reduce resistance and foster support for the program.

Massive system complexity

Defining contracts, processes, workflows and working procedures for 18 entities and 2 training delivery centers is a breath-taking activity.

With a proper program management and milestone planning we untangled the complexity.

Compliance uncertainty

We had to prove that we comply with data protection regulations when processing personal data within and outside the European Union.

Experts accessed the data flow between systems and entities. We ensured the coverage by the respective CDPR and risk assessments.

Business case must deliver

Some of the training providers did not offer their best price. High assimilation to western prices. At the same time, scalability needs to be built up.

Renegotiation with the vendors started.

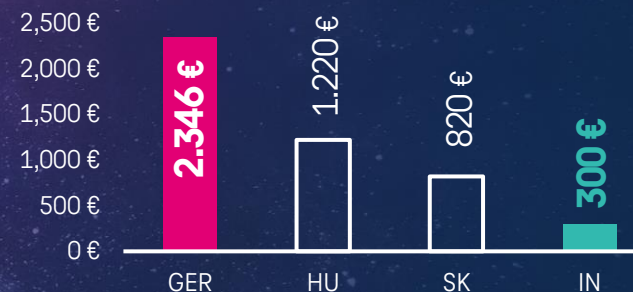
Intense communication campaign has been launched.

In a global comparison, the only difference is the price

The focus isn't on making savings, but rather on leveraging cost advantages to maximize the reach of our training efforts. By optimizing resources, we can ensure that as many employees as possible are trained on a global scale, enhancing skills and development across the entire organization without compromising quality.

TARGET
MORE VALUE
FOR MONEY.

Automation Automation testing



Containerization Kubernetes Basics

Cloud Architecture of AWS



Architecture Togaf

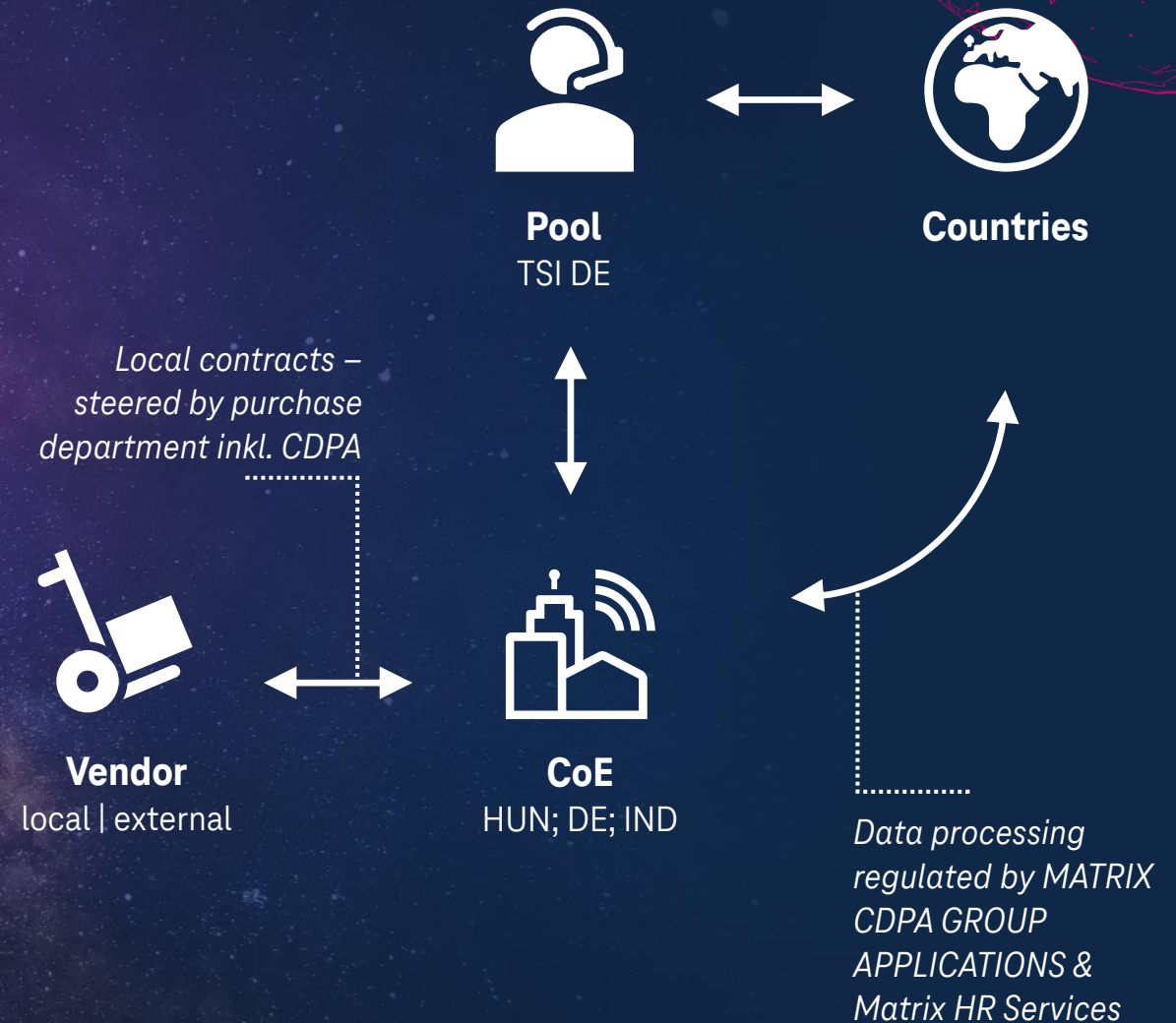
Strong governance a must: no room for compliance lapses

We have them all.

Individual Service Agreements (ISA), Purchase Orders (PO), Customer Data Processing Agreements (CDPA), Standard Contract Clauses (SCC) and Transfer Impact Assessment (TIA) are essential for maintaining security, compliance, and legal protection in cross border business operations.

Processes keep operations on track.

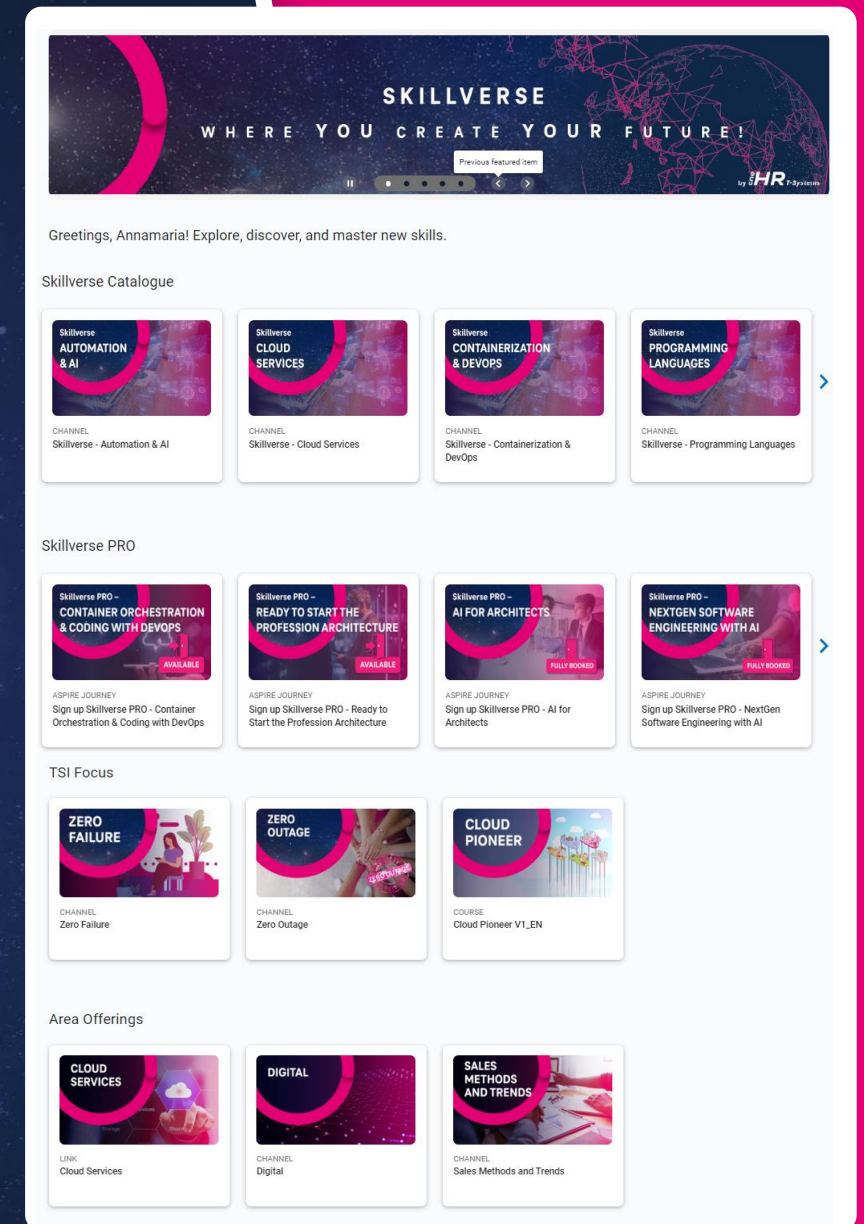
From ordering to delivery, from charging to billing and approving, each process step is defined and streamlined. Training orders are processed seamlessly, deliveries are timely, and billing is accurate, ensuring a smooth experience for all stakeholders involved.



The global training catalogue is waiting to be explored

Skillverse is a wide selection of technical trainings is offered in different time zones.

- **Learners experience:** Identical learning experience for everyone with identical content and virtual trainer-led courses. Learning in English language with colleagues from all over the world is available.
- **Quality:** the quality of the trainings is monitored via the Net Promoter Score, which measures the customer loyalty and satisfaction. It assesses how likely learners are to recommend the traing to others.
- **Accessibility:** The catalogue is available on a single learning experience platform (LXP) with AI driven recommended content, based on users' recent activity and with skills the users select using onboarding



Feasibility proven: the training deliver engine started to deliver



25.000

Employees now connected to Skillverse

95% of our employees have access to the global learning catalogue. The wave one countries are active user of the Skillverse trainings.

NPS35

Redefining quality

With an impressive NPS score of 35, customer satisfaction is clear.

Most importantly, it beats the average of even the best German trainings by 30%.

Portfolio

Is on the edge of technology and aligns with business demand

...with trainings delivered on AI security, red&blue teaming, Kubernetes etc.

We have only just begun.

Striving for operational excellence, in terms of quality, scalability, efficiency and learners satisfaction.

Number of participants

6.000

by the end of 2025

99%

of the vertical trainings
are booked via
Skillverse

200€

Average cost /
training / participant

eNPS of

40

