

Training Equips Capgemini Consultants with the Skills to Undertake Complex Implementations



Capgemini India
Mumbai, India
www.in.capgemini.com

Industry:

Professional Services

Annual Revenue:

US\$10 billion (global)

Employees:

16,500 (India)

Oracle Products & Services:

Oracle University

Key Benefits:

- Equipped consultants with the knowledge and skills to manage complex Siebel CRM and Oracle Fusion Middleware implementations
- Ensured participants could apply their learning through practical exercises and case study projects
- Improved service by ensuring future customer deployments can be carried out efficiently by informed consultants

“The content-rich courses were very well executed and contained information relevant to our needs. The responsiveness of the Oracle University team is excellent and we’ve found the interaction to be extremely valuable.” – Ashwin Yardi, Head, Oracle Solution Center, Capgemini India

Capgemini is one of the world’s top five information technology services and consulting companies. The company offers consulting, technology, outsourcing, and local professional services to customers across a diverse range of industries. Headquartered in Paris, France, it employs in excess of 80,000 people in more than 30 countries, including over 16,500 people in 15 centers in India.

As an Oracle Certified Advantage Partner, Capgemini India undertakes complex Oracle, JD Edwards, PeopleSoft, and Siebel implementations for customers in the country and the surrounding South Asia region. To ensure that it can continue to provide comprehensive solutions to clients, the company sends its consultants to Oracle University for regular training on new modules and product updates, and insights into best-practice installation processes.

In 2007, Capgemini India sent around 150 people to Oracle University for training on Siebel CRM and Oracle Fusion Middleware. The courses were a mix of theory and practical exercises, providing participants with the opportunity to put their new skills into practice immediately.

“The Oracle University courses always receive good feedback from our consultants,” said Ashwin Yardi, head of the Oracle Service-line at Capgemini India. “The content is rich and relevant and the instructors are knowledgeable. After training, our consultants feel that they have the knowledge and confidence to tackle complex projects.”

Enhancing Consultant Knowledge

As a major Oracle systems integrator, Capgemini India must ensure that its consultants stay up to date with the latest Oracle technology and applications, including any addition to the JD Edwards, PeopleSoft, and Siebel suites. Most of the company's consultants are familiar with the core modules. Hence, Capgemini India has to ensure that its consultants can build and enhance their capabilities in niche areas.

"We wanted to build our consultants' capabilities and equip them with the knowledge to manage complex Siebel CRM and Oracle Fusion Middleware implementations," said Ashwin. "The aim was to familiarize them with new features and technologies, and improve our understanding of niche areas such as Siebel Analytics and Oracle Fusion."

Capgemini India engaged Oracle University to provide up to 200 people with training over six to eight weeks during the past year. The consultants were divided into two groups: a Siebel CRM stream and an Oracle Applications stream. The face-to-face courses were held at Capgemini India's premises and ranged from six days for the Oracle Fusion course to three weeks for the standard Siebel CRM course. The company also asked Oracle to customize a number of courses.

Putting Theory into Practice

According to Ashwin, feedback from staff about the training and instructors has been very positive, with many singling out the content of the courses and the steady pace of the lessons.

"The content-rich courses were very well executed and contained information relevant to our needs," he said. "Some of the course participants were just out of university, while others had a few years of experience under their belt. The structure and comprehensiveness of the courses allowed both groups to gain an understanding of the product in a short time."

The Siebel CRM courses started with two weeks of theory, where participants were given an overview of the entire Siebel solution and instructed on the various aspects of implementing the solution. This was followed by a week-long practical exercise, where students were given a 'project' to complete. This allowed them to put into practice all the theory they had learnt in the preceding fortnight.

“This was one of the most valuable elements of the Oracle training,” said Ashwin. “The project gave them a taste of what is involved in installing a Siebel solution from beginning to end. The hands-on experience is the crux of the training because it brings to life everything the consultants have learned in the past 10 days.”

A similar approach was followed for the Oracle Fusion courses, which consisted of exercises to teach consultants how to use XML and Oracle BPEL Process Manager to design and develop a custom solution.

Why Oracle?

As a long-time Oracle partner, Capgemini had developed a strong relationship with the vendor and knew Oracle would be the best source of product and implementation information.

“Oracle courses combine technical information with practical advice gained from years of implementation experience,” said Ashwin. “As a systems integrator, we value real-life examples and appreciate Oracle sharing its experiences with us. We can learn a lot from each other. The ultimate beneficiaries of the training are our customers—who can expect faster, more informed service and smoother deployments.”

Capgemini will provide consultants with ongoing training to ensure they stay up to date with new product enhancements.

“The responsiveness of the Oracle University team is excellent and we’ve found the interaction to be extremely valuable,” said Ashwin. “We asked Oracle to develop some custom courses and they were able to do this for us without any fuss.”

Headquartered in Paris, Capgemini is a global leader in consulting, technology, outsourcing, and local professional services. The company employs in excess of 80,000 people in more than 30 countries.