

Nomination: 6026

Dell Technologies Learning Accelerator Program

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Dell Technologies Education Services

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Dell Technologies Learning Accelerator Program

Category

F01 - F70 Solutions, Implementations, and Training Programs or Media > F50 - F68 Training Programs or Media > F60 - Product Training

Training Programs or Media Submission Format

Written Answers

a. If this is a brand-new product, state the date on which it was released. If this is a new version of an existing product, state the date on which the update was released. Required

Today's business environment requires organizations to work through fundamental shifts in their IT and business strategies.

Customers must address changing business needs, tools, and processes while making the necessary investments in technology and people. They need a cohesive learning solution, with role-based training plans specific to the individual team member level.

The Learning Accelerator Program, launched in Q4 2021, assesses current skills, future business objectives, critical technology changes, organizational learning culture and team member skills. Using those insights, customized training plans are developed to identify and address skill gaps. Through the program, customers can move forward with confidence that they are making the right investments in their technology.

b. Describe the features, functions, and benefits of the nominated program or media (up to 350 words). Required

A traditional product-centric approach is not enough to accomplish Transformational Strategies goals. An integrated approach bringing comprehensive training covering relevant methodologies, soft-skills and technologies required to successfully achieve a Digital Transformation. Instead, a consultative approach is required to form an understanding about business goals and pain points in order to design a training plan that closes skill gaps at both the organizational and individual levels.

Dell Technologies Education Services value-based Learning Accelerator Program is designed to help customers to identify and address specific areas of operational challenge and maximize the value of your deployed and planned investments in Dell Technologies solutions, including non-product specific training for industry-standard methodologies, such as IT-as-a-Service.

The process helps customers understand their team's goals, discover skill and knowledge gaps, and identify requirements to develop talent that can drive transformation and rapid innovation with new and emerging technologies.

The transformation journey begins with a skills mapping exercise to assess an organization's readiness and ability to meet the challenges of rapidly evolving processes and technologies. Our consultative approach includes several interviews performed across executive sponsors, team leads and other stakeholders in order to gather a top-down view of organizational strategy, team structure, key priorities, and challenges to identify potential roadblocks.

Using the information gathered, Learning Program Consultants design a Learning Strategy and a Recommended Curriculum accordingly to fulfill Transformational Strategy. This curriculum is adjusted down to each job role within the program scope.

Well-defined and adaptable learning paths ensure that organizations and individuals develop the full range of skills they need to be successful and maximize return on their Dell Technologies investments. By leveraging our robust training portfolio and expert guidance, customers realize the full value of your investments in technology and people.

Learning Programs include quarterly health checks to keep teams on target.

Customers enjoy an optimized use of Dell Technologies solutions, with improved IT ROI:

- Increased productivity
- Improved IT operational efficiencies
- Reduced errors enabling more continuous availability
- Faster implementations
- Improved internal Service-Level Agreements (SLAs)
- Aligned training to business goals and specific job/task requirements

c. Outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable. (up to 350 words). Required

In a recent survey, Learning Accelerator Program customers rated the program across several parameters.

- Learning Accelerator Program has helped your team meet your training completion goals
- Rate your team's skill level before and after completing the recommended training.
- Rate the Business Impact of Learning Accelerator Program on Your Organization.

o 8.3 – Impact on Technology Adoption

o 8.0 – Impact on Problem Solving

o 8.0 – Impact on Innovation

The Learning Accelerator Program has been very well received because it gives them confidence that they will achieve a solid return on their investment in outcome-based education.

Because the Learning Accelerator Program addresses getting the right training at the right time within the customer's own lifecycle, customers can 'stairstep' their organizational skill sets at a speed that matches their changing needs.

The program itself will continue to scale globally to account for geographic or cultural differences. The data gathered and provided in quarterly health checks will evolve to include the most relevant information to help customers execute the plan we have provided.

The Learning Accelerator Program will also be integrated with other Dell Technologies service offerings focused on technology modernization.

As XaaS solutions expand, the Learning Accelerator Program will expand to include XaaS solutions that enable our customers with the skills necessary to fully utilize Dell Technologies service offerings such as APEX.

Within Dell Technologies, the Learning Accelerator Program is being integrated into several internal Consulting Services sales programs making it easier to engage Education Services and position us as a strategic weapon that adds unmatched value and ROI.

Revenue generated from Learning Accelerator Programs over the past 18 months exceeds \$1M and is forecasted to grow at 50% annually.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Document attached which further illustrates the following areas of this program:

- Needs Analysis and Skills Assessment
- Program Design
- Program Delivery
- Program Results
- Other Supportive Graphics

Webpage Link

https://www.youtube.com/watch?v=nW_3VHmrT5w (https://www.youtube.com/watch?v=nW_3VHmrT5w)

Would you like to add an additional webpage link?

No

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/14591/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxNDU5MSwiYWxs3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6ImInbmc66m6VemZte9JTO-sDx-SDcLdB0RjFPDOJY4?Stevie%20GE%202022%20-%20Learning%20Accelerator%20-%20Supporting%20Graphics.docx>)

Would you like to add an additional supporting document?

No

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Terms and Conditions

I Agree