



NEWApprenticeship
Experience » Learn » Lead

CASE STUDY: INFOSYS

Tech Talent Solutions for Your Business

Infosys has hired **250+**
NEW apprentices to date to
fill entry-level Data, Cloud
and Developer roles.

THE CHALLENGE

Employers need talent that can upskill at the pace of new technology while demonstrating technical and leadership qualities, all while answering the pressing need for diversity in tech.

Infosys, a global leader in next-generation digital services and consulting, sought to address the digital skills-gap that continually frustrates employers. They recognize the need to pivot and utilize innovative hiring approaches and turned to NEW to address the talent needs today and for the future.

"The power of apprenticeship programs is their recognition of potential...It's a win for the apprentice and a win for the company."

- Tan Moorthy, Executive
Vice President of Infosys



SOLUTION & RESULTS



Reduced Cost & Hiring Risk

Co-created, pre-employment training significantly reduced training costs and hiring risk



Key Performance Indicators

Decreasing time to client project assignment is a key metric to apprenticeship implementation



Welcome STARS

81% of NEW apprentices are underrepresented in tech and 98.7% do not have a 4-year degree



National Reach

Infosys apprentices are employed in 18 States across the US

Contact Info:

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INFOSYS APPRENTICESHIP TIMELINE

Interview/Hiring
1-2 Weeks

Pre-Employment Training

9 Weeks + Cert. Prep

ServiceNow, ITIL, Agile

basic coding

***ServiceNow CSA**

Certification

Apprenticeship

ITIL | Advanced ServiceNow | Google IT |
Computer Network | Cybersecurity | Systems
Admin | Operating Systems

***Certifications: ITIL 4, Google IT Support,
Certified Implementation Specialist**

SUCCESS STORY: CRYSTAL PETERSON

At the end of 2019, Crystal Peterson was working in Raleigh, NC as a sales associate at Home Depot. Although she was employed full-time, Crystal was anticipating the arrival of her new daughter and wanted to start pursuing other opportunities to build a career to best support her family.

Crystal received an email from New Apprenticeship (NEW) that piqued her interest. NEW's IT ServiceNow Apprenticeship offered the paid experiential learning and training she needed to launch her new career. She also hoped to work toward finishing a degree, which aligned with NEW's degree apprenticeship model offering college credits through Southern New Hampshire University. Crystal applied, was accepted, and began her IT training at NEW shortly thereafter.



Crystal Peterson, one of NEW's first Infosys Apprentices, left her job as a Home Depot Sales Associate to begin a career at Infosys. She now excels in her position as a full-time Tech Process Associate.

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“I am happier mentally and everything is in a better place than it was a year or two ago.”



Throughout her 12-month apprenticeship at Infosys, Crystal facilitated developer responsibilities for tasks in queue, processed tickets and incidents, created a landing page in the ServiceNow portal for Amazon Web Services (AWS) self-service provisioning, and analyzed datasets and created corresponding reports. She also obtained numerous in-demand certifications including ITIL v4, Google IT Support, and AWS - Services Overview certifications.

Crystal graduated successfully with NEW's first cohort of IT apprentices in February 2022 and continues excelling in her position at Infosys. She enjoys her position and says that, "I definitely see myself in the tech field long-term. I'm getting to do so much learning and my coworkers at Infosys are great." She is studying for her ServiceNow Certified Systems Administrator certification and also plans on enrolling in NEW's partner program to earn college credits at Southern New Hampshire University. In reflecting on her transformation from before the apprenticeship until now, she notes that, "I am happier, mentally and everything is in a better place than it was a year or two ago."

Crystal wants future apprentices to know that, "you have to dedicate the time and have patience with yourself, patience was key for me," but that the hard work truly pays off and can "open a lot of doors and put you on a brand new path."

"The power of apprenticeship programs is their recognition of potential. Delivering skills through on-the-job training focuses on what is exactly needed for success and allows the apprentice to demonstrate their aptitude. It's a win for the apprentice and a win for the company."

- Tan Moorthy, Executive Vice President of Infosys

**Ready to Build Your Own Sustainable, Cost-Effective Tech
Talent Pipeline?**

Start Building My Talent Solution

