



Reference case

Developing IBM-expertise for Tieto’s specialists with Arrow ECS education services

Nordic IT Services company Tieto Plc wanted to ensure high class competence in the area of Data Base and Data Communication (DBDC) also in future. Many of Tieto's clients mission critical database environments are based on IBM DB2 -solutions and data communication on IBM CICS -solutions. The training of the new generation specialists started in January 2014 by utilizing education services of Arrow ECS.

“We made a profitable investment into expertise.”
ALPO PUURONEN, TIETO PLC

“We wanted to make sure that we have high class Data Base and Data Communication expertise also in future, as some of our DBDC-experts are coming closer to retirement age. We decided to train new experts amongst our present employees mainly from our office located in the Czech Republic”, says Tieto's Line Manager Alpo Puuronen. “After the bidding process we chose Arrow ECS education services. They had in our opinion as IBM's certified education partner the best expertise to execute high quality DBDC-expert education programs.”

The trainings were carried out in 2014. “The focus was during the first half of the year in Mainframe-basics, which was beneficial for a larger group than just the DBDC-experts. The first half included also five weeks of theory and practices in between the theory sessions. The second half of the year was focusing in IBM CICS- and IBM DB2 -technologies”, says Puuronen.

Investing into expertise to provide a superior experience for our customers

12 employees participated in the educations during the first half of the year and 11 employees during the second half. The one year education program was based on IBM's official training materials and will be followed by a mentoring phase in 2015.

“During the one year mentoring phase we are going to update IBM CICS and IBM DB2 into new versions and deepen the expertise of the trainees. We'll also go through the working habits and rethink what should be done locally in the Nordics and what in our Czech unit”, says Puuronen. “As the trainees expertise is increasing we expect them to become ITIL 3 -grade experts in the coming years.”

“For us the education of experts is an investment and we were able to prove that the investment is profitable. Without training more experts we would have taken a risk of reduced business result due to weakening services quality by the end of 2019”, comments Puuronen. “The cooperation with Arrow ECS has been successful and will ensure that we will maintain and improve our service experience and quality to our customers also in the future.”

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