

Bridging the Industry-Academia Gap in **BPM Sector** with FutureSkills Prime



8914+ nasscom certified candidates ready to make their mark in BPM Industry

In today's dynamic business environment, Business Process Management (BPM) organizations are not just focussed on operational excellence but also on shaping the future workforce. Top BPM companies such as Sutherland Global Services Inc., WNS, EXL, Conneqt Business Solutions, Infosys BPM Ltd., and Firstsource Solutions Limited collaborated with FutureSkills Prime in a pioneering initiative aimed at empowering young professionals with essential industry skills.

As a result of this collaboration, 8914+ certified candidates were upskilled with industry-ready skills. The cohort of these individuals marked a major milestone in addressing the skill gap in tech and business communication for freshers. This initiative urgently addressed BPM sector challenges and subsequently enhanced employability opportunities for aspiring professionals.

Problem Statement

The pilot program in the Business Process Management (BPM) industry was designed to address two critical challenges that hinder fresh graduates from making immediate and relevant contributions to the industry.



Insufficient Domain Knowledge

Freshers often lack the technical skills necessary for practical application and are unfamiliar with current industry standards.



Inadequate Communication Skills

Many graduates find it difficult to explain technical concepts clearly and often miss the essential soft skills for effective workplace communication.

Goal

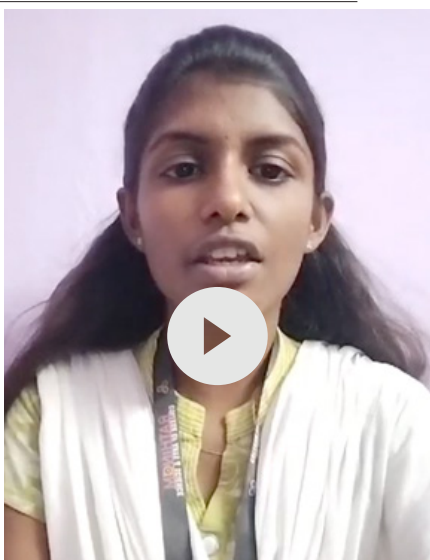
To develop a dynamic ecosystem where industry demands align seamlessly with academic offerings, ensuring a continuous supply of skilled professionals for the BPM sector.

The initiative aimed at

01 Facilitating a smooth transition from academic learning to professional employment.

02 Addressing challenges and equipping graduates with vital BPM skills for career success.

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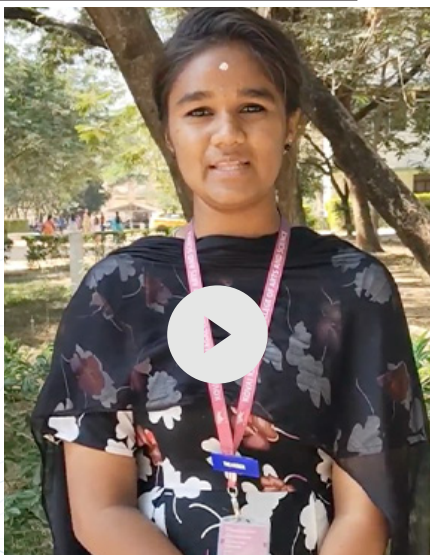
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The BPM certification program by FutureSkills Prime significantly enhanced my understanding of insurance processes, equipping me with practical skills that led to my placement at TCS!

Ms. Jose Mary

Rathinam College of Arts and Science

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The BPM certification program enriched my domain knowledge, boosted my confidence during interviews, and is a course I highly recommend to my friends.

Ms. Bhavadharani

**Kovai Kalaimagal College of
Arts and Science**

Fostering Skilled Talent Through Industry-Academia Partnership

BPM Leaders Revolutionizing Talent Development



SUTHERLAND

Sutherland Global is at the forefront of rethinking and rebuilding processes for the digital age. By seamlessly integrating design thinking with advanced data analytics, Sutherland delivers innovative solutions tailored to the insurance, healthcare, retail, and technology sectors.

01

WNS

As a leading BPM company, WNS brings deep industry knowledge and analytics expertise to the table. With a focus on co-creating transformative solutions, WNS collaborates with clients across 10 diverse industries, driving digital-led innovation and sustainable growth.

02

EXL

EXL is a global leader in analytics and digital solutions, serving an array of sectors including insurance, healthcare, banking, financial services, media, and retail. Headquartered in New York, EXL boasts a workforce of over 40,000 professionals spread across multiple continents, enabling organizations worldwide to thrive in the digital era.

03

CONNQ^T BUSINESS SOLUTIONS

With over 45,000 employees, Conneqt Business Solutions is India's premier Digital IT & BPM services provider. Offering a comprehensive suite of services ranging from customer lifecycle management to digital engineering, Conneqt partners with clients to drive digital transformation initiatives and deliver tangible business outcomes.

04

Infosys[®] BPM

As the business process management subsidiary of Infosys Ltd., Infosys BPM is a global leader in integrated outsourcing solutions. With a workforce of 300k employees spanning across continents, Infosys BPM delivers transformative benefits to clients through cost reduction, productivity enhancements, and process re-engineering.

05

firstsource[®] BPM

Headquartered in Mumbai, India Firstsource Solutions Limited is a leading BPM company catering to the banking and financial services, customer services, telecom and media, and healthcare sectors. With a focus on delivering high-quality business process management solutions, Firstsource solution continues to be trusted partner for organizations worldwide.

06

Why FutureSkills Prime?

FutureSkills Prime, in partnership with over 2000+ academic institutions across India, has enabled skill development at scale by offering industry-aligned nasscom certification courses in business process management over its cutting-edge platform.

Curated by BPM experts, our comprehensive course curriculum equips learners with practical knowledge and real-world applications essential for success in today's dynamic business landscape.

Upskilling Workforce for the BPM Industry

Through strategic partnerships with 6 leading BPM organizations, FutureSkills Prime has paved the way for students to secure rewarding careers in the BPM industry. Responding to industry demand, learning content for 6 crucial job roles was curated with the aim to increase employability and reduce training time and hosted on the FutureSkills Prime platform.

Course Structure



Each course covers 30 hours to ensure learners gain a deep understanding



Upon completion, participants can take the SSC nasscom assessment



Standards Aligned (NSQF), eligible for 1 credit under NCrF



A score of 50% or higher validates their skills and awards them a valuable industry certificate

BPM Associate Upskilling Path Across Industries

Job Role	BPM Overview (4 hours)	Domain Skills (4-7 hours)	Professional Skills (20 hours)	Tech/Digital Skills (2 hours)	Assessment/ Certification
Insurance		WNS	<p>A MeitY - nasscom Digital Skilling Initiative</p>		
Banking		concentrix			
Finance & Accounting		genpact			
E-commerce		Startek			
Cable & Telecom		sagility			eClerx
Tech Support for Beginners		SUTHERLAND			



Impact Generated

As a result of this initiative, 8914+ learners were certified in BPM courses and got a chance to interview with partner companies

260 Learners successfully advanced through the selection process and got a Letter of Intent (LoI) from the companies

1450 Learners were shortlisted for the interview

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