

In the ITeS sector, it is imperative to have more than the right skills for optimal growth. Experts of India Inc. talk about how training and re-skilling can help employees turn into well-groomed professionals

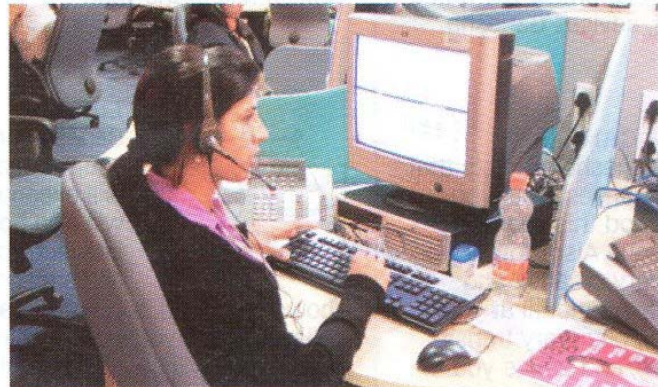
A CALL FOR CHANGE

■ Viren Naidu

Experts claim that the ITeS industry will move up the value chain by building domain specialists and relevant vertical-specific talent. We all agree that the Indian ITeS industry's initial success was based on its low-cost advantage. Eventually, it is the scale, process and domain expertise that will help pull in new and more profitable business. Julia Chacko, GM, line HR (UK), 3 who believes in the above analysis feels that mergers and acquisitions (M&A) will bring about synergies and fresh challenges that the world markets have been witnessing.

However, during the current economic downturn, experts say, uncertainty regarding job security, very high level of competition and increasing expectations from the organisation will be a few challenges that candidates will have to deal with. Explaining a few trends that will be seen in the next year, Ashutosh Sinha, director of recruitment, Convergys, says, "The industry will see an increase in stability and maturity of the workforce, increased diversification into areas other than voice and sustenance of only the most established service providers."

Given the challenging business environment, candidates would also need to have a combination of knowledge and a good grasp of business acumen. Manuel



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D'Souza, chief HR officer, Intelenet Global Services explains, "Young professionals should be more focused and goal oriented. In the early stages of their career, they should learn to analyse and be more adaptable. They should also have the ability to think on their feet, provide value addition and have an open mind." The industry will definitely ride the storm and emerge victorious in the near future. Hence, candidates need to gear themselves to tap the opportunities this industry has to offer!

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