



## RETRAINEE - JOB CREATION

**Training Proposal for:**

**AgreeYa Solutions, Inc.**

**Agreement Number: ET15-0387**

**Panel Meeting of:** February 20, 2015

**ETP Regional Office:** Sacramento

**Analyst:** W. Sabah

### PROJECT PROFILE

Contract Attributes:	Priority Rate Retrainee Job Creation Initiative	Industry Sector(s):	Services Technology/IT  Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Sacramento and Alameda	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 122	U.S.: 291	Worldwide: 1,300
<u>Turnover Rate:</u>	16%		
<u>Managers/Supervisors:</u> (% of total trainees)	9%		

### FUNDING DETAIL

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Program Costs</td></tr> <tr><td style="text-align: center;">\$187,960</td></tr> </table>	Program Costs	\$187,960	-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">(Substantial Contribution)</td> <td style="text-align: center;">(High Earner Reduction)</td> </tr> <tr> <td style="text-align: center;">\$0</td> <td style="text-align: center;">\$0</td> </tr> </table>	(Substantial Contribution)	(High Earner Reduction)	\$0	\$0	=	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;"><b>Total ETP Funding</b></td></tr> <tr><td style="text-align: center;">\$187,960</td></tr> </table>	<b>Total ETP Funding</b>	\$187,960
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In-Kind Contribution:	100% of Total ETP Funding Required	\$403,984
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**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee Priority Rate	Business Skills, Computer Skills, Continuous Improvement	88	8-200	0	\$1,170	\$17.31
				Weighted Avg: 65			
2	Retrainee Job Creation Initiative	Business Skills, Computer Skills, Continuous Improvement	50	8-200	0	\$1,700	\$15.00
				Weighted Avg: 85			

**Minimum Wage by County:** Job 1: \$15.75 in Sacramento County and \$16.44 in Alameda County. Job 2: \$13.13 in Sacramento County and \$13.70 in Alameda County

**Health Benefits:**  Yes  No This is employer share of cost for healthcare premiums – medical, dental, vision.

**Used to meet the Post-Retention Wage?:**  Yes  No  Maybe

Although employer provides health benefits, they are not being used to meet Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
<b>Job Number 1</b>		
Accountant		3
Business Analysts (IT)		12
Database Administrator (IT)		5
Developer/Programmer/Engineer (IT)		20
Human Resources/Admin/Operations Staff		6
Project Management Staff Level 1		6
Project Management Staff Level 2		3
Architect (IT)		6
Quality Analyst (IT)		2
Recruiter		4
Sales Staff		11
Manager		10

<b>Wage Range by Occupation</b>		
<b>Occupation Titles</b>	<b>Wage Range</b>	<b>Estimated # of Trainees</b>
<b>Job Number 2</b>		
Business Analyst (IT)		7
Database Administrator (IT)		2
Developer/Programmer/Engineer (IT)		20
Project Management Staff		6
Architect (IT)		3
Quality Analyst (IT)		2
Recruiter		2
Sales Staff		5
Manager		3

**INTRODUCTION**

Founded in 1999, AgreeYa Solutions, Inc. (AgreeYa) is a software company providing solutions and services to customers through a collaborative approach with global capability and flexible delivery. Headquartered in Folsom, AgreeYa offers a variety of IT products and services such as Enterprise Social Collaboration, Cloud and Infrastructure, Microsoft SharePoint, Software Product Engineering, Application Development, Independent Software Testing, and IT staffing (including risk/compliance).

AgreeYa’s customer base is comprised of more than 200 public and private sector customers. This includes the Sacramento Municipal Utility Department, CA Air Resources Board, City of Roseville, Verizon Wireless, HP, Dell and Siemens.

**Need for Training**

Over the years, AgreeYa has been growing consistently and adapting to the most current innovations. The Company is implementing an internal Customer Relationship Management System to improve task coordination and project management. Due to rapid change in technology and software programs, there are new managerial, businesses, and communications techniques that would better support client and market demand. With this in mind, AgreeYa has developed an intranet portal called ZoomIn, where employees can share knowledge and exchange ideas. The Company has also implemented a Learning Management System and an Electronic Program Management System.

These adaptations require changes in the employees’ current skills. ETP-funded training will help the Company gain an advantage over the competition while fostering growth of the business. The Company’s objectives are to achieve greater efficiencies, improve business skills, and enhance customer satisfaction. The Company has created the “AgreeYa Academy” to improve processes and develop skills through formal training.

**Retrainee - Job Creation**

In support of job creation, the Panel offers incentives to companies that commit to hiring new employees. Training for newly-hired employees will be reimbursed at a higher rate and trainees will be subject to a lower post-retention wage.

AgreeYa has committed to hiring 50 new employees as shown in Job Number 2. The date-of-hire for all trainees in Job Number 2 will be within the three-month period prior to contract approval or within the term-of-contract. These trainees will be hired into “net new jobs” as a condition of contract.

AgreeYa, recently broadened its market base with a new product/solution known as VDIxtend. This solution will enable customers to easily provision and access hosted virtual desktops. Due to the fast pace of development and virtualization technologies, AgreeYa must hire additional employees to meet demand for this new product.

AgreeYa has grown from 800 employees in 2010 to more than 1300 globally. In the next two years AgreeYa anticipates a projected growth in revenues from \$65 million to \$75 million and adding an additional 200 employees. All job creation employees will require an extensive amount of training to elevate their skills and proficiencies.

## **Training Plan**

**Business Skills (40%):** Training will be offered to all occupations. Training will allow trainees to communicate effectively with customers and peers, improve accounting expertise, provide customer service to help expand sales, develop marketing strategies, and manage projects efficiently. Training topics will include Communication Skills, Customer Service, Product Knowledge, Strategic Planning and Marketing/Sales Techniques.

**Computer Skills (40%):** Training will be offered to all occupations. Training will increase productivity and improve proficiency in various software and technical skills. In addition, the technical skills will enable staff to compile, filter and analyze to improve business decisions. Training topics will include Crystal Reports, Quickbooks, SQL Server, Microsoft Office (Intermediate/Advanced), and Oracle8i.

**Continuous Improvement (20%):** Training will be offered to all Business Analysts, Database Administrators, Developers, Programmers, Engineers, Project Management Staff, Architects, and Quality Analysts. These occupations are part of the Information Technology Staff. Training will improve team-building, improve product quality, resolve production issues, eliminate waste, reduce costs, improve efficiency, and increase productivity. Training topics include Planning and Organization for Quality, Project Management, Process Capability, Root Cause Analysis and Team Building.

## **Commitment to Training**

AgreeYa represents that ETP funds will not displace its existing financial commitment to training. The Company reports that its 2014 training budget for California employees is \$225,000. The Company provides substantial training resources to ensure employees have the basic technical and business skills to do their job. Ongoing training efforts also include coaching, mentoring, job rotation, job instruction technology, apprenticeship, soft skills, and case studies. AgreeYa currently provides On-The-Job and Off-The-Job training to focus on highly technical skills and processes to remain competitive in the marketplace. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

## **RECOMMENDATION**

Staff recommends approval of this proposal.

## **DEVELOPMENT SERVICES**

AgreeYa retained Sierra Consulting Services in Folsom to assist with development of this proposal for a flat fee of \$9,300.

## **ADMINISTRATIVE SERVICES**

Sierra Consulting Services will also perform administrative services in connection with this proposal for an amount not to exceed 13% of payment earned.

## **TRAINING VENDORS**

To Be Determined

**Exhibit B: Menu Curriculum****Class/Lab Hours**

8-200

Trainees may receive any of the following:

**BUSINESS SKILLS**

- Behavior Style Strategies
- Business Writing
- Communication Skills
- Customer Relationship Management
- Customer Service
- Dealing With Difficult People
- Marketing/Sales Techniques
- Organization Behavior
- Planning and Organization
- Product Knowledge
- Production Scheduling
- Production Operations/Workflow
- Relationship Building
- Retaining Customers
- Strategic Planning
- Time Management

**COMPUTER SKILLS**

- Microsoft Sharepoint
- Customer Relationship Management
- Crystal Reports
- Microsoft Office, Intermediate/Advanced
- Programming Languages: .Net, C#, ASP.net, JAVA, J2EE, JDBC, Python, PERL, SAP ABAP, Android, iOS
- Quickbooks
- SQL Server
- Oracle 8i

**CONTINUOUS IMPROVEMENT**

- Planning and Organization for Quality
- Project Management
- Process Capability
- Process Improvement
- Quality Measurement Systems
- Root Cause Analysis
- Statistical Process Control
- Team Building

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.