



**CSC was named one of the World's Most Admired Companies for Information Technology Services by FORTUNE Magazine in 2010. This honor reflects the high standards it maintains throughout its many locations—standards that it wanted newly acquired CSC Vietnam to meet.**

From its headquarters in Falls Church, Virginia USA, CSC directs approximately 93,000 employees worldwide, serving clients on six continents in more than 90 countries. English is the official language used for internal and external company communication, and CSC found its new Vietnam-based employees—who needed to interact effectively and efficiently with its clients via teleconference, email, chat, and in face-to-face meetings—were having trouble communicating effectively, and specifically in pronunciation, reading, and understanding different dialects.

Prior to the acquisition, CSC Vietnam had relied on a multiple-vendor approach, using in-house, classroom-based English language training as well as online training from a separate vendor. The approach lacked standardization and its inconsistency and reliance on multiple vendors inflated costs; moreover, the lessons lacked a specific business focus. As a result, engagement was low, and results were not necessarily applicable or effective at increasing daily productivity.

**Choosing a solution that would engage its employees—partly by developing skills they could put to use immediately—was key. CSC Vietnam also wanted to institute a program that could empower management, giving them a strong support role that would allow them to reward and encourage employees, strengthening the workplace dynamic and boosting the initiative's potential success.**



### Industry

Technology

### Summary

CSC's January 2008 acquisition of Vietnam-based First Consulting Group significantly enhanced its worldwide delivery capabilities, but presented one sticking point: The acquisition added 2,500 new employees to CSC's ranks, specifically 550 at what is now known as CSC Vietnam—whose clients are mainly based in North America and Europe and whose English language capabilities became more important than ever post-acquisition.

Its decision to implement the GlobalEnglish Corporate Learning Service™ in October 2008 with a specific focus on management involvement has returned impressive skill and productivity gains for the more than 20% of its workforce enrolled in the program.

“ The GlobalEnglish partnership has enabled us to improve our Enterprise Fluency on a global scale, resulting in additional market opportunities and increased ROI. ”

– John Johns, HR Director, Americas

## The Management Angle

Nine months after the merger, CSC Vietnam entered into a contract with GlobalEnglish Corporation following a successful pilot of the GlobalEnglish Corporate Learning Service™ (currently known as GlobalEnglish Edge™).

**100% of participants stated that they would recommend GlobalEnglish to a colleague after their experience during the pilot.**

CSC Vietnam personalized the program by building an important link between management and employees, creating a situation in which employee pride and management-employee relations grow as progress is made.

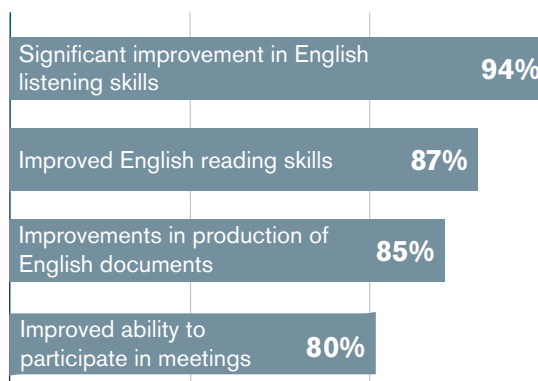
Some highlights from CSC's successful program:

- CSC Vietnam performs a quarterly training needs analysis; managers nominate employees to participate in the program.
- When the GlobalEnglish program is introduced to new participants, CSC Vietnam holds a kick-off meeting in which employees who are currently excelling in their use of the service share their experiences and best practices.

## Results

Now in its third year, the GlobalEnglish program has been a rousing success on all fronts. CSC Vietnam immediately saw a 30% reduction in annual program costs compared to the previous training method of in-house English classes, and GlobalEnglish allowed for wider reach. GlobalEnglish is now utilized by more than 20% of CSC Vietnam's workforce.

Costs are down, and results are up: After just the first year, 94% of participants reported significant improvements in listening skills; 87% in reading skills; and 76% in speaking and writing skills. In terms of practical applications, 85% reported improvements in producing and understanding business emails, and 80% said their ability to participate in meetings has improved.



**“ If you had told me two years ago that I’d be living in North America, working with business professionals around the world, and leading one of CSC’s most critical business initiatives, I never would have believed it. My family and I are grateful for the opportunities CSC has provided and I’m proud to be representing such a successful [GlobalEnglish] program here at CSC. ”**

– Uyen Nguyen,  
Vietnamese CSC employee

CSC Vietnam puts much emphasis and value on employees making a time investment in the program, and has set usage targets that encourage and motivate learners. Participants are expected to spend 1.5 hours a week, or roughly 6 hours a month using the GlobalEnglish service; its employees spent an average of nearly 10.5 hours using the service in December 2010.

CSC Vietnam’s emphasis on management involvement, especially in regard to their offering praise and assistance to participants, has strengthened intra-office relations. In fact, 89% of participants report that CSC Vietnam’s Training Department does a good, very good, or excellent job supporting their performance development.

The success in Vietnam prompted a global launch of the GlobalEnglish Corporate Learning Service, which is currently offered to CSC employees in 20 countries.

**In September 2010 its global learners reported an average time savings of 2.1 hours per week due to their improved Business English communication skills, and that translated into a huge boost in productivity worldwide,** according to John Johns, the HR Director Americas at CSC. “The GlobalEnglish partnership has enabled us to improve our enterprise fluency on a global scale, resulting in additional market opportunities and increased ROI.”

## About CSC

CSC is a global leader in providing technology-enabled solutions and services through three primary lines of business. These include Business Solutions and Services, the Managed Services Sector and the North American Public Sector. CSC’s advanced capabilities include system design and integration, information technology and business process outsourcing, applications software development, Web and application hosting, mission support and management consulting. The company has been recognized as a leader in the industry, including being named by FORTUNE Magazine as one of the World’s Most Admired Companies for Information Technology Services (2011). Headquartered in Falls Church, Va., CSC has approximately 93,000 employees and reported revenue of \$16.2 billion for the 12 months ended December 31, 2010.