INTERAPT

BUILDING DIVERSE TECH TALENT AT SCALE

INTERAPT

Headquartered in Louisville, KY, Interapt specializes in delivering *customized digital services* and solutions and building *sustainable talent pipelines*.

Custom Training Programs

Sponsored College Degrees

Certifications

Talent Acquisition

Apprenticeship

Workforce Development

Business Process Outsourcing

Customer Care Contact Center

Operations Support

IT Helpdesk

Mobile/ Web App Development

UX/UI Design

Business Analysis & Applications

Digital Transformation Solutions

Cyber Security

IT Consulting Services

Data Science

Business Intelligence & Reporting

Cloud Engineering

Robotic Process Automation

CORPORATE PLUS®
NMSDC
MEMBER

endeavor GLOBAL
HIGH-IMPACT ENTREPRENEURSHIP

EY Entrepreneur Of The Year®

We build solutions
for companies across
the U.S. and have worked
across various industries to
help companies to transform
their talent pipelines.

We partner with community organizations to ensure we source from a diverse talent pool of historically excluded candidates, Veterans, individuals with disabilities, and geographically diverse candidates.

Our model combines immersive technical training with an on-the-job apprenticeship and ongoing learning to reskill and upskill local community members.
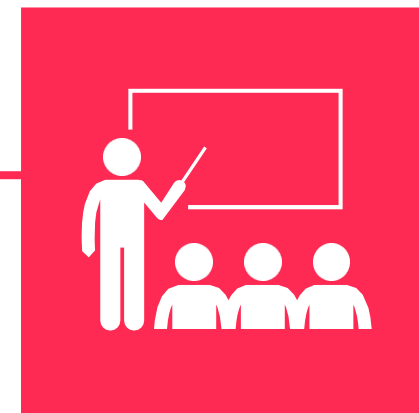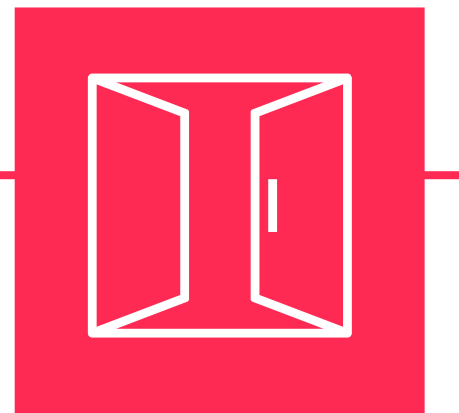
◆ INTERAPT

Pathway to Success
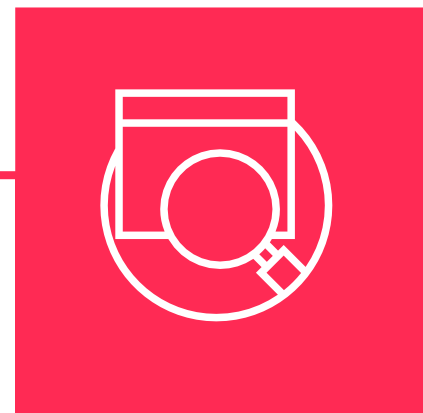
| SOURCING | SELECTION | TRAINING | APPRENTICESHIP | CAREER |

Our trusted Partners help us maximize the effectiveness of our programs to ensure our participants receive the training, support, empowerment, and resources they need to build lifelong careers.

INTERAPT

Interapt's staff augmentation model embeds apprentices on a client's team while offering on-going managerial and soft-skill support as they kick off their career.

Interapt Apprentices
Placed on development teams with senior experience at Employer Partner

Project Partners
Employer Partner Project Managers, Product Owners, and Key Stakeholders

Career/Life Coach
Provides non-technical coaching and career guidance to Apprentices

Client Success Leader
Works with Employer Partners and ensures ongoing success of the contract

INTERAPT

Skilling Capabilities & Technical Expertise

Cybersecurity	QA Testing: Functional, Automation
Full-stack Software Engineering	IT Project Management/SCRUM
Robotic Process Automation	Product Management
IT Help Desk (Hardware/Software)	UI/UX Design
Network Operations	Data Science
Mainframe Programming	Data Analytics
Business Analysis	ServiceNow
DevOps & Cloud Engineering	Salesforce Administration

Success Outcomes

❑ **95%** of cohort participants **successfully graduate** from technical training.

❑ **98%** of Interapt's graduates receive **job placement.**

❑ Pre-cohort vs post-cohort **average wage increase** is between **75%-141%**.

❑ **26%** of apprentice program graduates are **promoted by employer partners** within the first 18 months post hire.

❑ **83%** of converted talent **continue to work** with our employer partners **3 years post-hire.**

Proposal for Kentucky

❑ Interapt will seek a of portion of Commonwealth's IT modernization projects slated for 2024 - 2026.

Potential Outcomes for the Commonwealth

❑ Commonwealth IT dollars are spent in Kentucky, on Kentucky-based resources.

❑ Dollars spent in Kentucky are reinvested in training Kentuckians who have the aptitude, but otherwise would not have the opportunity to develop new IT skills.

❑ Valuable IT personnel have the opportunity to stay in Kentucky, instead of going to other states for work.

❑ Kentucky salaries are increased, and as a result the tax base increases.

❑ In many cases, reliance on social programs is decreased, further benefitting the Commonwealth.

❑ The impacts of this program will highlight Kentucky as a continuing leader in developing IT workforce talent, reinvestment in our communities, and leadership in developing innovative programs serving as an example to other states as well as nationally.

CVS Health

Their need

Stuggling to find attract and retain diverse tech talent, CVS Health partnered with Interapt to bring on software development resources.

Our solution

Interapt provided 10 resources as an initial pilot. Now, we've helped them achieve a **600% growth** in under 12 months. Interapt builds Full-Stack Software Engineers, UI/UX Designers, and Product Managers.

EY Building a better working world

Their need

To better serve its international client base, Ernst & Young (EY), a Big Four consulting firm, partnered with Interapt to provide a pod of RPA resources.

Our solution

Built and grew a team that **supports multiple functional areas**: Data Analytics, Technical Risk, Java Automation, Cybersecurity, Project Management, and more!
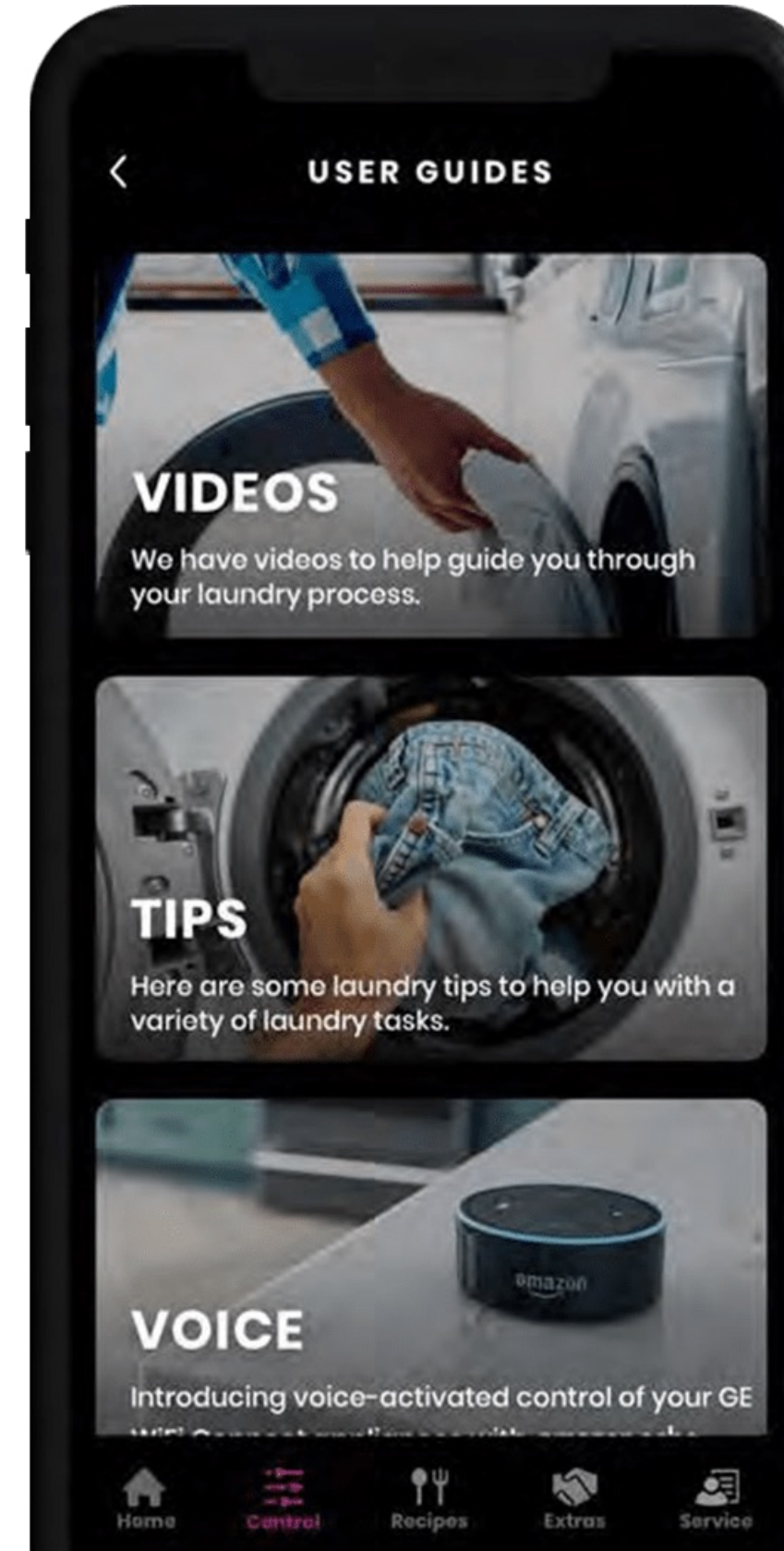
GE APPLIANCES

Their need

In 2020, Interapt provided GE Appliances, a Haier Company with 2 software development pods focused on iOS and Android development.

Our solution

Over the past 3 years, **these teams have built new apps** for their smart appliances including Fridge, Laundry, Dishwasher, Coffee Maker.

INTERAPT IN ACTION

National Healthcare Provider

In early 2020 Interapt launched a 10-person level 1.5 IT support team.

Over the course of the next 18-months, and amidst a global pandemic, this team grew into a comprehensive Contact Center Solution with over 150 team members covering multiple functions including Tier 1 and Tier 2 Agents, QA, Training, Front-Line Leads, Knowledge Management and Escalation.

The current Interapt team provides both inbound and outbound services with a focus on high-touch support.

- Level 1 Help Desk Agents
- Training & Development
- Level 2 Help Desk Agents
- Front Line Leaders
- Workforce Management
- Escalation & Incident Management
- Quality Assurance
- Business Intelligence & Reporting
- Program Management

Active Interapt Resources
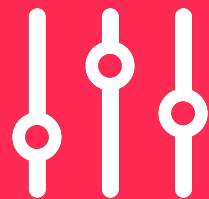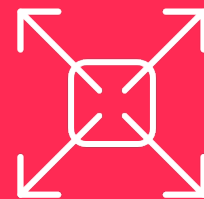
Answer Time	Call Quality Score	Call Audit by Volume	Expansion Capabilities	Diversity & Inclusion	Retention & Longevity	Building Careers
Goal: 90%	Goal: 90%	Goal: 10%	Time Period: 60 days	Non-White: 45%	Employee Retention	Promotions
Actual: 93.7%	Actual: 91.3%	Actual: 11.2%	Scale: 100 hires	Female: 60%	2020-2021: 97%	68% of FTEs