

CASE STUDY Andersen CORPORATION

INVESTING IN LOCAL COMMUNITIES

Founded in Hudson, Wisconsin and headquartered in Bayport, Minnesota, Andersen Corporation has local roots. With more than 8,000 employees, it has become an industry leader providing unique window and door solutions. While their manufacturing sites span across North America and Europe, they intentionally invest in the communities where they live and work.

Enter Genesys Works. The partnership formally began in 2017 and since its inception, has seen eight interns dive into the world of Andersen business and technology. This year, Andersen increased their commitment from three to five. Why? It's a "win-win" partnership that reflects their company values: to support organizations that improve lives and strengthen communities.

MOVING OUTSIDE OF COMFORT ZONES

Kevin Murphy, Senior IT Business Analyst at Andersen, acquired the role of Genesys Works supervisor and mentor in December of 2017. Since then, he has worked alongside Kachai Her (Class of 2018 intern who now attends the University of St. Thomas) and current Class of 2019 intern Sumaiya Mohamud.

He describes their work as complex and Kachai and Sumaiya as quick learners. "We deal with some very complex products. Our windows and patio doors are made up of thousands of parts. The systems we support are also very complicated, and they haven't been afraid to jump in with both feet and start learning."

Sumaiya, a senior at North Saint Paul High School, is a Quality Assurance Analyst. A member of The Home Depot Front Office Team, she primarily supports the quoting tool used in The Home Depot stores to order Andersen products by running tests to detect defects in the online catalog. According to Kevin, she will eventually begin to investigate and analyze the defects to discover the root cause of the issue.

Kevin's approach has been quite effective - to challenge interns and never underestimate them - and has paid dividends for both the company and the interns. By the end of Kachai's internship in 2018, she was interacting with engineers to determine requirements for the quoting tool.



Kevin Murphy (left) Andersen Corporation Senior IT Business Analyst & Genesys Works Supervisor
Sumaiya Mohamud (right) Class of 2019 Quality Assurance Analyst Intern, North Saint Paul High School

From Sumaiya's perspective, the challenges are not only appreciated but desired. "Kevin has helped me grow by really pushing me to get out of my comfort zone and challenging me to try something new."

Mike Clark, Enterprise IT Operations & Delivery Director at Andersen, has partnered with Genesys Works from the beginning of the company's relationship with the program and also recognizes the value of a challenge. "We think of work at Andersen in terms of careers, not jobs, so to see that every day through the Genesys Works program is very inspiring and energizing."

BUILDING TALENT PIPELINES

On a larger scale, the partnership reflects Andersen's desire to invest in the future workforce. While the company has employed individuals through their college internship program and IT Development Program for college graduates, it recognized the need to start even earlier.

OVER

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According to Lance Whitacre, Chief Information Officer and Senior Vice President of Logistics, “One of our strategic imperatives is building strong, diverse talent pipelines that will allow us to be competitive in the future and ensure our workforce reflects the communities in which we live and work.”

Andersen has truly displayed commitment to the success of Genesys Works interns at every level of the company. While company executives support the program - for the success of their company, interns and communities - the day-to-day investment by her supervisors and mentors has also not been lost on Sumaiya. Investment is found in the details: from decorating her desk on her birthday to encouraging exploration outside of the IT department to discussing her internship goals.

Sumaiya is investing in her future too. She has identified numerous departments to explore, and instead of preparing two or three goals for the year’s end as requested, she presented 13 goals to achieve by the end of her internship.

As Genesys Works champion and Talent Acquisition Partner at Andersen, Bethany Drebing enjoys witnessing the transformation of interns throughout the year. “It’s amazing to see how quickly they build relationships with their teams and aren’t afraid to try new things. Their energy, motivation to learn and perspective truly adds value to Andersen, and it’s inspiring to watch them make a difference.”

CREATING PATHWAYS FOR SUCCESS

Success is not found on a one-way street but rather when all stakeholders embrace the program. Says Senior Vice President & Chief Human Resources Officer Karen Richard, “Whether it be the Genesys Works program leaders or the Andersen leaders who embrace the interns with mentoring, resources, and day-to-day advice to help them be successful, each intern is surrounded with support and encouragement to help them build confidence and skills that will last a lifetime.”

Sumaiya’s efforts have real-time impact, and her work has already become an integral factor in the team’s success and the customer experience at The Home Depot. She’s also growing in confidence. Asked of the value she brings to Andersen, Sumaiya answered, “authenticity, uniqueness, and a fresh perspective.”

For Sumaiya, this internship is the beginning of a successful career. While her internship will eventually end in 2019, she is already considering career possibilities as she applies to colleges. As for her mentor Kevin, “I don’t think I’ll be surprised at how successful the Genesys Works interns are going to be.”

Read more about Program Coordinator Theresa Farrell’s perspective on the partnership. >>



Sumaiya Mohamud is a Quality Assurance Analyst on The Home Depot Front Office Team. She currently supports the quoting tool used in The Home Depot stores to order Andersen products.

A PROGRAM COORDINATOR’S PERSPECTIVE

“At Andersen Corporation, our young professionals are much more than just contract employees – they are valued members of the team. Kevin does a great job of identifying Sumaiya’s interests, goals, and skillsets, and he has used those to shape her internship experience and help her find success. Kevin and the rest of the team at Andersen are focused on learning alongside our interns and becoming the best supervisors and mentors they can be, which makes my job as their program coordinator extremely fulfilling!”

>> Theresa Farrell, Genesys Works Program Coordinator for Andersen Corporation