

Learning Services – Service Provider Profile Compendium 2020

August 2020: Complimentary Abstract / Table of Contents



Our research offerings for global services

▶ Market Vista™ Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available	
▶ Application Services	▶ Finance & Accounting
▶ BPS Banking & Financial Services	▶ Human Resources
▶ BPS Healthcare & Life Sciences	▶ ITS Banking & Financial Services
▶ BPS Insurance	▶ ITS Healthcare
▶ Catalyst™	▶ ITS Insurance
▶ Cloud & Infrastructure	▶ IT Services Executive Insights™
▶ Customer Experience Management Services	▶ ITS Life Sciences
▶ Contingent Workforce Management	▶ Locations Insider™
▶ Data & Analytics	▶ PricePoint™
▶ Digital Services	▶ Procurement
▶ Engineering Services	▶ Recruitment Process Outsourcing
▶ Enterprise Platform Services	▶ Service Optimization Technologies

Membership information

- This report is included in the following research program(s)
 - [Human Resources Outsourcing \(HRO\)](#)
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com

More about membership

In addition to a suite of published research, a membership may include

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model® reports
- PriceBook
- Virtual Roundtables
- Workshops

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Contents

1. Introduction and overview	5
• Research methodology	6
• Key information on the report	9
• Background of the research	10
2. Learning services provider landscape snapshot	11
• Learning services revenue share	12
• Learning services PEAK Matrix®	13
3. Learning services providers' profiles	14
• Accenture	15
• Capgemini	19
• Capita	23
• CGS	27
• Cognizant	31
• Conduent	35
• G-Cube Solutions	39
• GP Strategies	43
• IBM	47
• Infopro Learning	51
• Infosys	55
• Learning Tribes (Sitel)	59

Anil Vijayan, Vice President

Priyanka Mitra, Practice Director

Ravjot Sachdeva, Senior Analyst

Contents

Learning services providers' profiles (continued)	
• MPS Interactive	63
• NIIT	67
• Raytheon Professional Services (RPS)	71
• The Learning Factor	75
• TTEC	79
• Upside Learning	83
4. Appendix	87
• PEAK Matrix® framework	88
• Glossary	90
• Research calendar	92

Overview and abbreviated summary of key messages

This report provides detailed profiles of providers analyzed in the Learning Services Provider Landscape with PEAK Matrix® Assessment, June 2020 study. This report provides comprehensive snapshots of the 18 major learning services providers. Each profile highlights service provider's services and delivery capability along with presence across buyer sizes, industry, and learning sub-segments

Some of the findings in this report, among others, are:

Learning services provider landscape snapshot

- This section provides a snapshot of how the 18 learning services providers have been positioned on the PEAK Matrix® assessment
- It also helps understand the research methodology and framework adopted to conduct the analysis

Learning services vendor profiles

- This section provides detailed profiles off all the 18 vendors related to following dimensions:
- Company overview – includes leadership, functional capabilities across geographies, partnerships, key learning-related developments, technology solutions offered, and spread of learning services FTEs globally
- Learning services strategy – includes analysis of engagement model(s) adopted by the service provider including service coverage, shoring mix, and alignment towards project-based or non project-based engagements (project-based contract = duration < 1 year)
- Learning services portfolio – includes total number of clients & learners, major clients, split of operations by geography, and client split by industry and buyer-size

This report has 18 service provider profiles

Learning Services – Service Provider Profile Compendium 2020

Service provider | Learning services profile (page 1 of 4)

Service capability and strategy

XXX is a leading global professional services company, providing a broad range of services in strategy and consulting, interactive, technology, and operations. It offers outcome-oriented learning solutions and outsourcing services across a range of enterprise learning processes and activities such as strategy and planning, learning experience design and delivery, administration, and proprietary methods and processes to keep learning investments aligned with business needs and results.

Headquarters: XXX
 Leadership: XXX
 Website: www.companywebsite.com

- Current learning services engagement model:**
- XXX's customized solutions transform long-term employee operations with integrated services and technology solutions that enable clients to achieve new levels of talent development
 - XXX works closely with talent leaders and business executives to improve workforce performance and productivity, boost business agility, increase revenue, and reduce costs. It works with organizations to transform their learning business while creating capacity and providing capability to the retained learning teams. It helps in evolving their current models to an integrated, future-focused strategy that reflects a fit-for-purpose integration of services and technology
 - Largely focuses on non-project-based (duration >1 year) engagements

Offshore ¹	Nearshore ¹	Onshore
XXX	XXX	XXX
Total FTEs providing learning services = XXX		

Key learning services-related partnerships & alliances	
Areas	Partnerships & alliances
M&A/partnership	<ul style="list-style-type: none"> • Workday • SAP SuccessFactors • Oracle Cloud (includes Taleo)
Learning technology-related	<ul style="list-style-type: none"> • XXX • XXX
Content services-related	<ul style="list-style-type: none"> • XXX • XXX
Automation/Analytics/AI-related	<ul style="list-style-type: none"> • XXX • XXX
Others	XXX



¹ FTEs located in offshore (India, China, and Southeast Asia) or nearshore locations (Eastern Europe and Latin America) and delivering services for North America or Western Europe

Learning Services – Service Provider Profile Compendium 2020

Service provider | Learning services profile (page 3 of 4)

Delivery locations



Research calendar – Human Resources Outsourcing (HRO)

■ Published
 ■ Planned
 ■ Current release

Flagship HRO reports

	Release date
Multi-Process Human Resources Outsourcing (MPHRO) Annual Report 2020 – Preparing for a Digitally Enhanced Decade	January 2020
Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Profile Compendium 2020	January 2020
Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2020	April 2020
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Service Provider Landscape 2020	July 2020
Learning Services PEAK Matrix® Assessment with Service Provider Landscape 2020	June 2020
Learning Services – Service Provider Profile Compendium 2020	August 2020
Multi-Country Payroll (MCP) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2020	Q3 2020
Multi-Country Payroll (MCP) Solutions Annual Report 2020	Q3 2020
Multi-Country Payroll (MCP) Solutions Service Provider Profile Compendium 2020	Q3 2020
Multi-Process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment with Services Provider Landscape 2020	Q4 2020
Multi-Process Human Resources Outsourcing (MPHRO) Annual Report 2020	Q4 2020
Multi-Process Human Resources Outsourcing (MPHRO) Service Provider Profile Compendium 2020	Q4 2020

Thematic HRO reports

	Release date
Start-ups Redefining Employee Experience – Trailblazers (part 3 of 3)	November 2019
Learning Function of the Future	December 2019
Digital Adoption Platform (DAP): Accelerating the Journey from Transformation to Adoption	February 2020
Impact of Recession on the Business Process Services (BPS) Industry	March 2020

Note: For a list of all of our published HRO reports, please refer to our [website page](#)



Everest Group is a consulting and research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global enterprises, service providers, and investors. Through our research-informed insights and deep experience, we guide clients in their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at [everestgrp.com](https://www.everestgrp.com).

Stay connected

Website

[everestgrp.com](https://www.everestgrp.com)

Social Media

-  @EverestGroup
-  @Everest Group
-  @Everest Group
-  @Everest Group

Blog

[everestgrp.com/blog](https://www.everestgrp.com/blog)

Podcast

DigitalReallTy



Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-416-388-6765

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.