Everest Group® RESEARCH

Learning Services – Service Provider Profile Compendium 2020

August 2020: Complimentary Abstract / Table of Contents

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Our research offerings for global services

▶ Market Vista™
Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

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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

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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

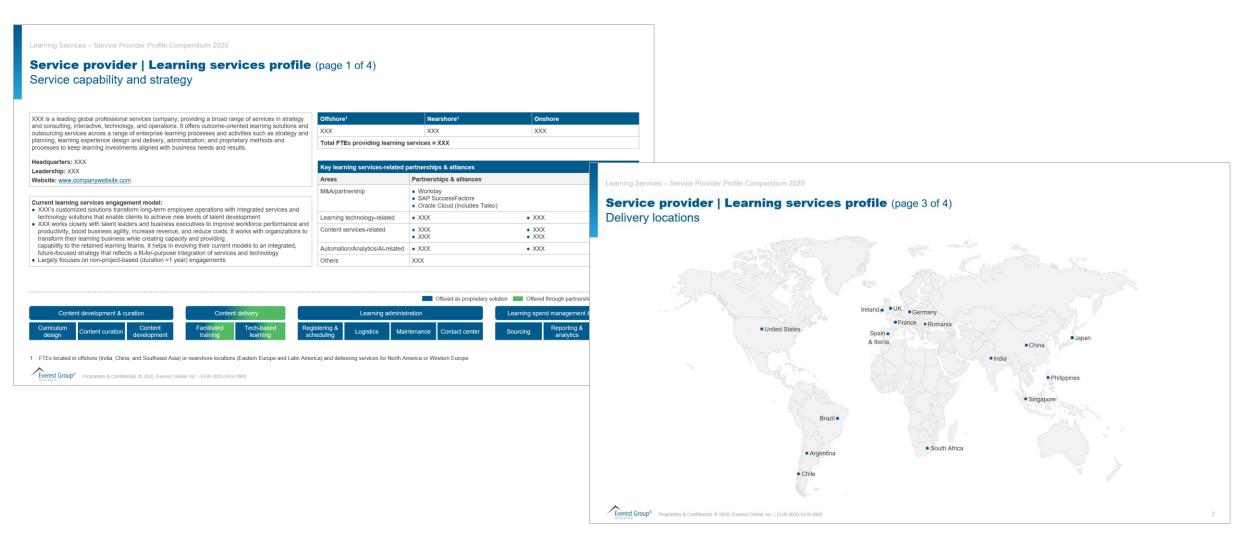**Some of the findings in this report, among others, are:**

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

Research calendar – Human Resources Outsourcing (HRO)

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

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