



**NelsonHall**  
TRANSFORM THROUGH INSIGHT

# Vendor Profile

Learning Services

## Vertex Professional Services

### Report Abstract

May 2023

Nikki Edwards

Principal Research Analyst

NelsonHall

29 pages

### Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capabilities
5. Target Markets
6. Strategy
7. Strengths & Challenges
  - 7.1. Strengths
  - 7.2. Challenges
8. Outlook

## Who is this Vendor Assessment for?

---

NelsonHall's Learning Services profile on Vertex Professional Services (VPS) is a comprehensive assessment of VPS' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of learning services and identifying vendor suitability for learning services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the learning services sector.

## Key Findings & Highlights

---

This NelsonHall vendor assessment analyzes VPS' offerings and capabilities in learning services.

VPS is a business with over 90 years of expertise in providing learning services for over 60 clients, supporting over one million users annually in over 141 countries and 33 languages. V2X Inc., previously Vertex/Vectrus, is a \$3.4 billion organization that provides innovative technology and services solutions in over 200 locations worldwide for government and commercial clients, employing 15.4k people. VPS, formerly Raytheon Professional Services (RPS), is now part of V2X's Global Mission Training and Sustainment (GMTS) division.

VPS' offerings comprise learning content, delivery, admin, tech, and consultancy services. VPS' cybersecurity business and hybrid electric vehicle work dominate the skilling/reskilling agenda after it won a government grant to upskill at least 400 people, the first national government award. VPS is undertaking exciting work leveraging the metaverse and using its Journey to Performance application to create its "Customer Island" solution, enabling learners to see their own organization through the eyes of their customers.

An organization looking for innovative learning services/solutions (addressing the next-generation skilling agenda) from a vendor with a history in systems engineering and working with highly sophisticated (and regulated) government/military and commercial clients should take note of this profile on VPS.

## Scope of the Report

---

The report provides a comprehensive and objective analysis of VPS' learning services offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery centers.

## Learning Services Vendor Assessments available for:

---

Capgemini

G-Cube

GP Strategies

IBM

Infopro Learning

Infosys

NIIT Ltd

Tesseract Learning

Upside Learning

Vertex Professional Services.

## About The Author

Nikki is a Principal Research Analyst at NelsonHall, with shared responsibility for HRO research globally. Nikki is responsible for HRO research in the areas of Learning Platforms, Learning Services, Managed Service Program (MSP), and, previously, Recruitment Process Outsourcing.

Nikki has a wealth of operational experience across the entire HR function, including talent acquisition, talent development, employee engagement, employee relations, compensation, benefits, payroll, employment law, and HR systems. She also has significant experience in leading and managing business transformation/integration and cultural change projects, including outsourcing key business functions, accelerated growth via TUPE transfers, organization and process redesign, and M&A initiatives (including due diligence, rebranding, cultural realignment, and compensation and benefits changes).



Nikki can be contacted at:

- Email: [nikki.edwards@nelson-hall.com](mailto:nikki.edwards@nelson-hall.com)
- Twitter: @NikkiE\_NH

## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD  
Phone: +44 (0)203 514 7522

### Paris

115 rue de Reuilly, 75020 Paris  
Phone: +33 (0)6 23 81 17 54

Copyright © 2023 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall’s clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.