



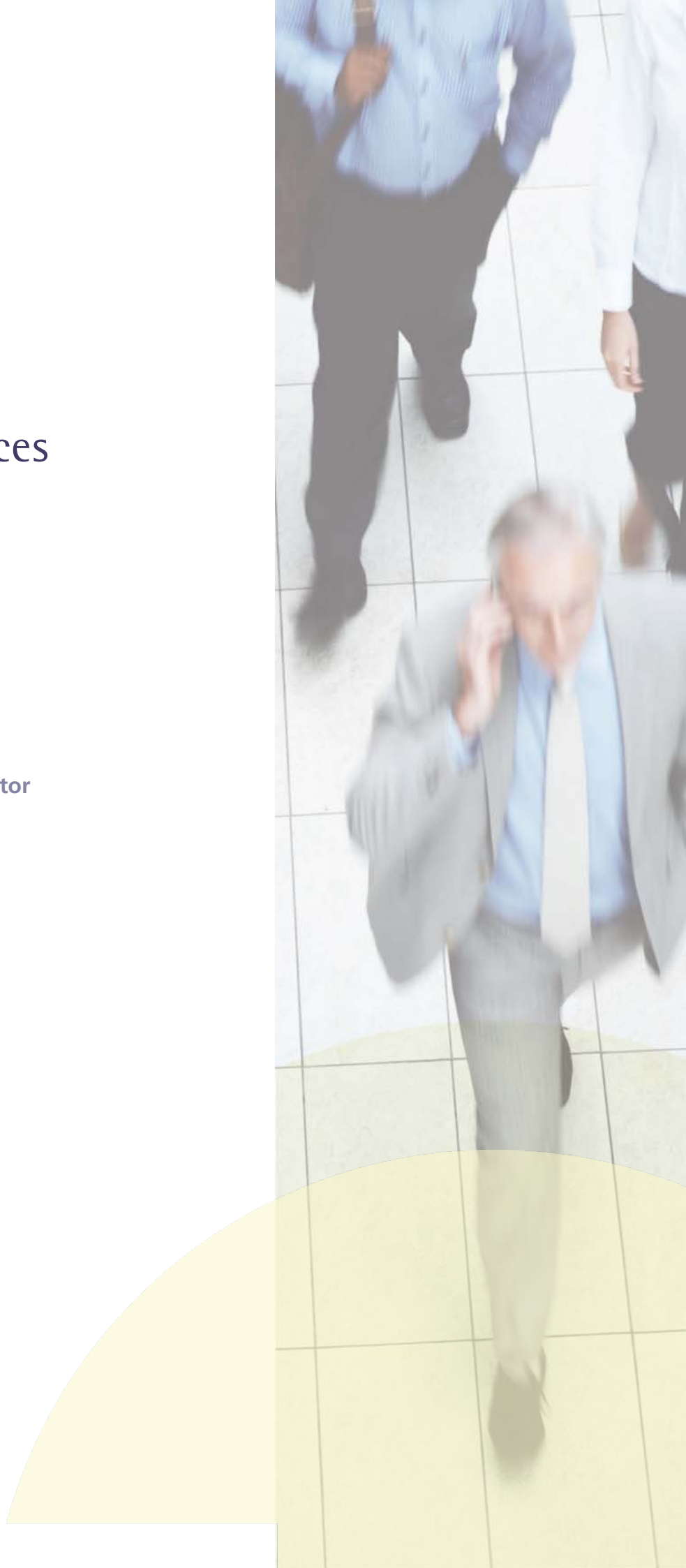
IBM Global Services Learning BPO

Vendor Assessment Report Abstract

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by Gary Bragar
HR Outsourcing Research Director
NelsonHall

12 pages





Who Is This Key Vendor Assessment For?

NelsonHall’s Learning BPO Services Vendor Assessment for IBM Global Services is a comprehensive assessment of IBM Global Services’ learning services offerings and capabilities designed for:

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



Key Findings & Highlights

IBM offers learning both as a standalone service and also as part its multi-process HRO (MPHRO) services offering.

Learning BPO services provided by IBM include:

- Needs analysis and learning strategy
- Content design and development
- Delivery
- Learning administration
- Measurements and analytics

IBM also offers learning and development services as part of its talent management offering. These services focus on the talent management cycle of an organization including attracting, developing, rewarding and retaining talent. Offerings designed to enable these talent requirements include:

- Recruiting
- Learning
- Performance management
- Compensation
- Succession management.

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Scope of the Report

The report provides a comprehensive and objective analysis of IBM Global Services learning services outsourcing offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses 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 locations.

Report Length

12 pages

Report Author

Gary Bragar

gary.bragar@nelson-hall.com

Learning Services Outsourcing Vendor Assessments Also Available for:

Accenture

Aon Hewitt

GP

Infosys

Intrepid Learning Solutions

KnowledgePool

Logica

NIFT

QA

Talent2

Raytheon Professional Services

The Learning Factor