

IBM Learning BPS

Vendor Assessment Report Abstract

March 2017

by Amy L. Gurchensky HRO Research Analyst NelsonHall

10 pages







Who Is This Vendor Assessment For?

NelsonHall's Learning BPS (LBPS) vendor assessment for IBM is a comprehensive assessment of IBM's LBPS offering and capabilities, designed for:

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



Key Findings & Highlights

IBM is multinational technology company offering BPS services, including learning BPS.

IBM's learning services include learning strategy, learning design and development, learning administration, learning delivery, learning technology, and learning analytics.

IBM's learning BPS services have been delivered to ~65 countries.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM's LBPS offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, 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.

2



Contents

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

Report Length

10 pages

Report Author

Amy L. Gurchensky

amy.gurchensky@nelson-hall.com

LBPS Vendor Assessments Also Available for:

Accenture

Capita

Conduent

Expertus

GP Strategies

Infopro Learning

Infosys

LearningMate

NIIT Limited

QΑ

Raytheon Professional Services

The Learning Factor