



Vendor Profile

Learning Services

IBM

Report Abstract

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24-pages

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Who is This Vendor Assessment For?

NelsonHall's Learning Services profile on IBM is a comprehensive assessment of IBM's 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 IBM's offerings and capabilities in Learning Services.

International Business Machines Corporation (IBM) is an American multinational information technology company headquartered in Armonk, New York, with operations in over 170 countries. IBM's Learning Services resides in the GPS sub-segment of IBM's Global Business Services Division, as part of IBM's Talent and Transformation practice.

IBM provides design, content, skills transformation, delivery, administration, tech, analytics, and consulting services.

IBM's Talent Development Optimization approach is part of IBM's broader "Consult to Operate" methodology/approach (IBM Garage for Skills).

IBM's clients start from different places on the digital learning continuum. Still, IBM takes them on a transformation journey, through defined stages, to the final stage characterized by immersive, personalized skilling experiences in the flow of work.

In 2020, IBM launched Open P-TECH to equip young people and educators with foundational knowledge and professional skills in emerging technologies like cybersecurity, AI, and more, all for free.

IBM offers clients an ecosystem of learning and skills technology, too, fully configurable based on each client's specific requirements, including Your Learning (YL) personalized learning platform, the Comprehend LXP and eventification platform, and IBM Content Curation and Collation with Watson (C3).

All technology has a robust 2021 roadmap for development in place.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM's Learning Services offerings and capabilities, and market and financial strengths, 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 structure, including the location of service delivery infrastructure.

Learning Services Vendor Assessments also Available for:

Aptara

Capgemini

Conduent

Infopro Learning

Infosys BPM

Learning Tribes

NIIT Ltd

QA

Roundtable Learning

Seertech Solutions

Tesseract Learning

Upside Learning

UpsideLMS

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 Recruitment Process Outsourcing (RPO), Managed Service Program (MSP)/Contingent Workforce Services (CWS), and Learning.

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).



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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., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on 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

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