



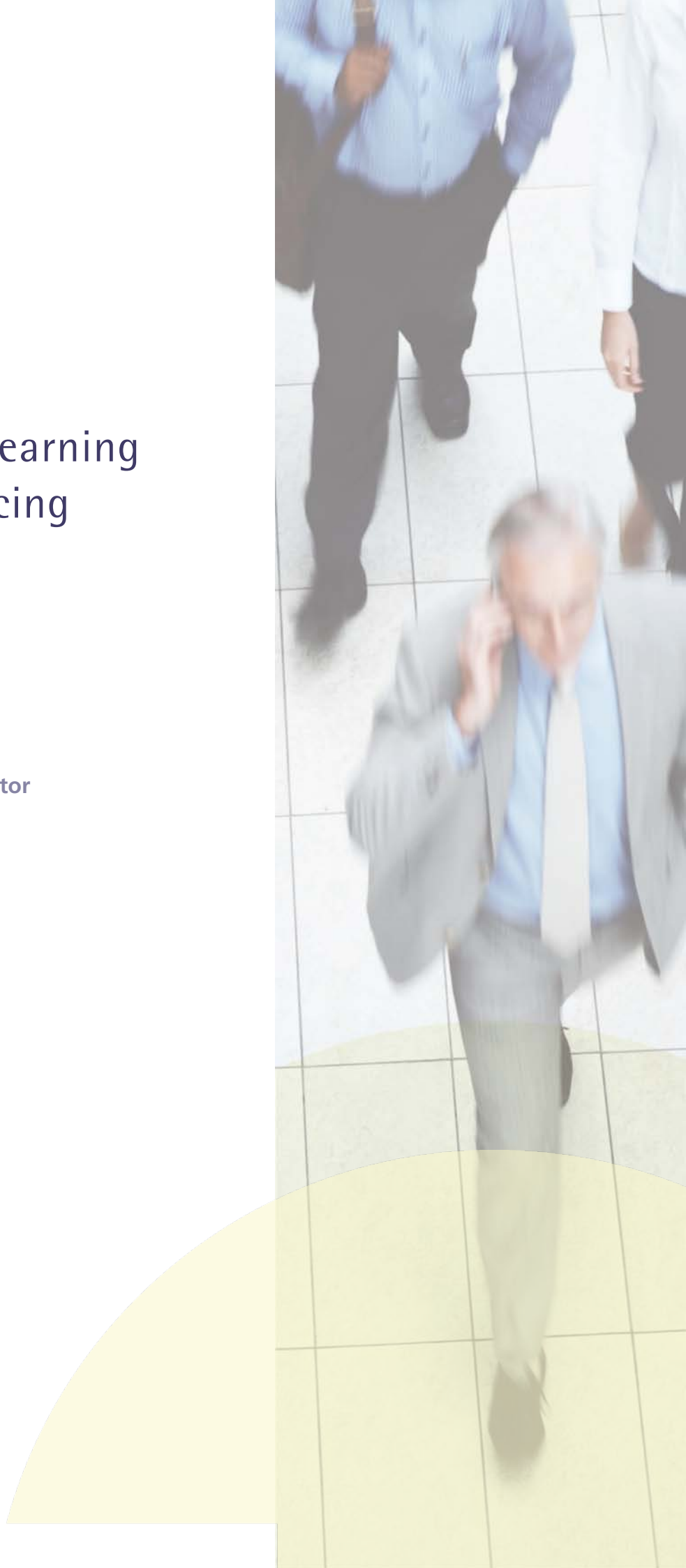
KnowledgePool Learning Services Outsourcing

Vendor Assessment Report Abstract

February 2012

by Gary Bragar
HR Outsourcing Research Director
NelsonHall

10 pages





Who Is This Key Vendor Assessment For?

NelsonHall's Learning Services Outsourcing Vendor Assessment for KnowledgePool is a comprehensive assessment of KnowledgePool's 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

KnowledgePool is a U.K. headquartered organization that delivers learning BPO services primarily in the U.K. but in 2012 is targeting growth from countries that include Australia, France, Germany, Canada and the U.S.

KnowledgePool's service offering includes:

- Learning consultancy
- Learning administration and supplier management
- My Training Expert (public catalog of 5,800 courses available in the U.K.)
- KnowledgePool's strategy is to not provide its own delivery, but rather do vendor management of learning delivery and maintain a supplier neutral stance

Contents

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

Scope of the Report

The report provides a comprehensive and objective analysis of KnowledgePool's 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

10 pages

Report Author

Gary Bragar

gary.bragar@nelson-hall.com

Learning Services Outsourcing Vendor Assessments Also Available for:

Aon Hewitt

GP Strategies

IBM

Infosys

Intrepid Learning Solutions

Logica

QA

NIIIT

Talent2

The Learning Factor

Raytheon Professional Services