NIIT

**Learning Services: Transforming the Way
the Workplace Learns**

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Learning Services: Transforming the Way the Workplace Learns vendor assessment for NIIT is a comprehensive assessment of NIIT's Learning BPS offering and capabilities, designed for:

- Sourcing managers investigating sourcing developments within Learning BPS

- HR decision makers exploring the benefits and inhibitors of Learning BPS as evidenced by the clients and vendor capability

- Vendor marketing, sales and business managers developing strategies to identify developments and target opportunities within learning and development

- Financial analysts and investors specializing in or covering the HR outsourcing industry and suppliers.

Key Findings & Highlights

NIIT Limited (NIIT) is a pure-play Managed Training Services company whose goal is to help leading companies run training like a business, by maximizing the effectiveness and efficiency of training. NIIT's Corporate Learning Group (CLG), provides managed training services to its clients and its clients' channel partners, customers, and the extended enterprise.

If organizations are unsure whether to outsource their training (fully or partially) or not, they can take a "Running Training like a Business" survey. This survey gives organizations a quick assessment of their learning function, with a free personalized report. Organizations can choose to follow up on their report with a detailed discussion with NIIT's consulting team.

NIIT offers full and partial learning outsourcing services. NIIT's service offerings comprise learning content services (particularly custom content and curriculum design), learning delivery services, learning administration, learning technology, learning consultancy, and strategic sourcing.

For its custom content and curriculum design, NIIT uses its Critical Mistakes Analysis Methodology based on the 80:20 rule: 20% of mistakes make an 80% business impact. The method focuses on training to eliminate those mistakes.

In 2018/2019, Talent Pipelining as a Service was added. NIIT also introduced its Stack Route training program (an end-to-end multi-level programming boot camp).

NIIT is technology agnostic, although it has invested significantly in its proprietary Training.com platform (built on the Salesforce.com platform). 2019 has seen further development work on Training.com, focusing on the integration of apps and just-in-time (JIT) training, primarily developing Training.com to become an intelligent LXP.

NIIT continues to grow its service delivery infrastructure with a move into a new office for its Content Delivery Center in London, and the opening of a new Digital Reality Experience Studio in Mumbai.

NIIT manages a portfolio of learning BPS clientswho operate across most industries (with BFSI, and oil and gas predominating). NIIT's more recent client wins include the government, NGO (charity), and pharmaceutical sectors.

In 2018, NIIT's Learning BPS total revenue was ~$130.8m.

In 2019/2020, NIIT's will focus on expansion into new geographies, getting wins in new sectors (where it has not previously had clients), ensuring client success through delivering business results, and continuing to innovate in technology (including evolving Training.com to become an LXP).

Scope of the Report

The report provides a comprehensive and objective analysis of NIIT's Learning BPS offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments in both its service and technology

- Analysis of the company's strengths, challenges, and outlook

- Revenue

- 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 key offerings (service model and service components)

- Analysis of the company's delivery capability (including the location, size, and scale of delivery operations; and delivery via technology).

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