Accenture's Learning Services

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 Accenture's Learning Services is a comprehensive assessment of Accenture's Learning Services' 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

Accenture is a global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology, and operations.

Accenture operations are further subdivided into business process services (BPS), and infrastructure, cloud and security services. Talent and HR BPS is part of BPS, of which Accenture's Learning Services forms a part.

Accenture's Learning Services' service offerings comprise: learning content services; learning delivery services; learning administration services; learning technology services; learning consultancy services.

Accenture's Learning Services leverages SynOps for Talent and HR, driven by data/analytics/insights and forms the "New is Now" approach to providing services and solutions to clients. Clients starting on a digital learning journey, adapting over time, are described as "Rotating to the New."

Accenture's Learning Services business uses the Learning Maturity Model (LMM) to assess where clients are on their learning journey. Recent adaptations to the LMM (aligned to market trends) comprised a shift towards more content curation, changes in design and development, and process shifts becoming agile (using scrum masters).

Accenture has developed its Durable Learning framework, built on eight principles to ensure that learning sticks.

Significant investment has been made in connected learning classroom's (CLCs). Also, there are regional learning centers (RLCs) and Delivery Centers (DCs).

Accenture's Learning Services leverages proprietary platforms: the Future Talent Platform (FTP) and the Employee Experience Platform (EEP). Also, third-party technology/tools are used (LMS, LXP, Analytics, etc.).

Accenture's Learning Services manages 38 learning BPS clients, with established learning services contracts aligned to industry operating segments in communications/technology, financial services, products, resources, and health/public service.

NelsonHall estimates that Accenture's Learning Services revenues were ~$202.5m.

In 2019/2020, Accenture's Learning Services will focus on the expansion of its current clients' accounts, by upselling learning bundles (as well as seeking new logos); continuing with innovation, working on new pilots, as well as continuing investment in ROI analytics. Also, Accenture's Learning Services will develop storytelling and marketing on the value that learning services can bring to organizations. The robust pipeline built up in 2019 should yield growth in the U.S., Europe, and APAC (including Australia).

Scope of the Report

The report provides a comprehensive and objective analysis of Accenture's Learning Services' 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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