



# Vendor Profile

Learning Services

## Capgemini

### Report Abstract

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24-pages

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## Who is This Vendor Assessment For?

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NelsonHall's Learning Services profile on Capgemini is a comprehensive assessment of Capgemini'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

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This NelsonHall vendor assessment analyzes Capgemini's offerings and capabilities in Learning Services.

Capgemini, founded in 1967 and headquartered in Paris, France, provides IT consulting, outsourcing, and professional services. Capgemini entered the BPS market in 2003 and began providing HR BPS services in 2006. Its Business Operations division comprises Capgemini's Intelligent People Operations (IPO). IPO provides end-to-end support for HR operations from Hire to Retire, including help desk, Intelligent Learning Operations (ILO), process automation, and HR analytics.

Capgemini's offerings comprise learning content, delivery, admin, tech, and consultancy services. It has added new and enhanced existing services in 2021. It provides proprietary and third-party technology. In 2022, it will develop services and tech further and expand its geographic footprint.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Capgemini'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 service delivery organization (including delivery locations).

## Learning Services Vendor Assessments also Available for:

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Aptara

Conduent

G-Cube

IBM

Infopro Learning

Infosys BPM

LTGplc

NIIT Ltd

QA

Seertech Solutions

Tesseract Learning

UpsideLMS

Vertex PS.

## 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

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