Capgemini

Learning Services: Transforming the Way the Workplace Learns

**Vendor Assessment
Report Abstract**

September 2019

By Nikki Edwards

Principal Research Analyst

NelsonHall

22 pages

research.nelson-hall.com

Who Is This Vendor Assessment For?

NelsonHall's Learning Services: Transforming the Way the Workplace Learns vendor assessment for Capgemini is a comprehensive assessment of Capgemini'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

Capgemini is a provider of IT consulting, outsourcing, and professional services. As part of a company-wide initiative of digital transformation, Capgemini's HR services were enhanced and rebranded in early 2018. Capgemini's Digital Employee Operations (DEO) comprise Digital Learning Operations (DLO), helpdesk, administration, automation, and analytics.

Capgemini's service offerings comprise learning content; learning delivery; learning operations (administration); learning technology; learning consulting.

Capgemini delivers a vast array of technical training. It has partnerships/ alliances to provide many certification programs. Learning delivery services are primarily delivered from a center in Utrecht, Netherlands, where 350+ courses are available on IT skills (they can be delivered from the center or on client site).

Capgemini's university campus in Les Fontaines, Paris, France is used for Capgemini's training, but can also be used by Capgemini's clients. The site also hosts Capgemini's center of innovation where it experiments with new learning methodologies and technologies before deploying them to the clients.

Capgemini uses third-party technology and tools and is technology agnostic. In 2019, it has focused on improving data and analytics around learning and developed a more interactive and visual real-time dashboard to give clients access to those insights at any time.

Additionally, Capgemini has automated the scheduling of training sessions (omitting scheduling errors), processing and reconciliation of invoices, and tagging and learning content.

Capgemini's learning services are supported through a global network of 13 delivery centers, which it leverages as part of its scalable Rightshore® approach to worldwide delivery. Rightshore® is a business and IT solutions mix that promotes innovation and transformation while helping to create/sustain a competitive advantage.

Capgemini manages a range of learning BPS clients, who are predominantly large organizations across sectors such as energy/utilities, financial services, manufacturing, pharmaceuticals, and technology.

In 2018, Capgemini's total DLO revenue was $32.5m.

In 2019/2020, Capgemini's will focus on growing its client base (with a focus on penetrating existing multiprocess clients) and proactively promoting the DLO and the more extensive Capgemini services as a holistic offering. It will also continue investment in RPA, AI, and ML, expand in the U.S. and Europe, and focus on growing in the technology sector.

Scope of the Report

The report provides a comprehensive and objective analysis of Capgemini'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).

Contents

Report Length

22 pages

Report Author

Nikki Edwards

nikki.edwards@nelson-hall.com