



Vendor Profile

Learning Services

Capgemini

Report Abstract

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25 pages

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Who is this Vendor Assessment for?

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

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. Capgemini focuses on nine essential business offerings, one of which is its Business Services division, in which sits its Intelligent People Operations (IPO), comprising 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.

Capgemini focuses on new-age immersive learning, multiple skilling academies, and other innovative programs. It continues to work on its proprietary tech roadmap for Next, Academy, Cloud Campus, and RISE. The primary focus is on its People Experience HUB.

An organization looking to partner with a multifunctional BPS provider of talent (including learning) outsourcing, IT consulting, and professional services that can bring an evolving roadmap of innovative services and tech with demonstrable case studies should consider Capgemini.

Scope of the Report

The report provides a comprehensive and objective analysis of Capgemini’s learning services offerings, capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, challenges, 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 centers.

Learning Services Vendor Assessments available for:

Capgemini

GP Strategies

IBM

Infopro Learning

Infosys

NIIT MTS

Ozemio (formerly G-Cube)

Seertech

Tesseract Learning

Vertex Professional Services.

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 Learning Platforms, Learning Services, Managed Service Program (MSP), and, previously, Recruitment Process Outsourcing.

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

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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