



Conduent Learning Services

Learning Services: Transforming the Way
the Workplace Learns

Vendor Assessment
Report Abstract

September 2019

By Nikki Edwards
Principal Research Analyst
NelsonHall

17 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

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

Conduent is a provider of diversified business services, with digital platforms and services for businesses and governments to manage millions of interactions every day. Conduent Learning Services is one of the capabilities within Conduent's HR Services business.

Conduent Learning Services' service offerings comprise performance consulting, learning content services, learning administration/vendor management, analytics/business impact services, learning delivery, and learning technology.

Active facilitation/content development services reflect Conduent Learning Services clients' preference for classroom delivery and the need for highly tailored content.

Conduent Learning Services mainly uses third-party technology and tools and is technology agnostic. Also, it has some proprietary technology, including its boutique LMS Knowledge Connection, which it can offer to clients as part of its tech stack.

Conduent Learning Services has invested in automation (including efficiency impact studies), and analytics around learning impact/ROI.

Conduent Learning Services has four centers of excellence (COEs) for service delivery, mostly in low-cost locations. Client support teams are based on industry verticals (aligning with Conduent's broader business structure), and clients have a mix of dedicated and flexible personnel.

Conduent Learning Services manages 12 learning BPS clients, with established learning services contracts in aerospace, air travel, pharmaceuticals, professional services, and technology.

In 2018, Conduent Learning Services' total revenue was \$85.0m.

In 2019/2020, Conduent Learning Services will focus on growth opportunities among existing clients who leverage other Conduent services (ideally closing two new logos by the end of 2019). It will also focus on the further development of its analytics solution to correlate it with operational data; knitting together the disparate technologies of clients, using APIs; planning for likely upticks in demand for specific services at the expense of others.



Scope of the Report

The report provides a comprehensive and objective analysis of Conduent 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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Report Length

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Report Author

Nikki Edwards

nikki.edwards@nelson-hall.com