



Vendor Profile

Learning Services

IBM

Report Abstract

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33-pages

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Who is This Vendor Assessment For?

NelsonHall's Learning Services profile on IBM is a comprehensive assessment of IBM'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 IBM's offerings and capabilities in Learning Services.

International Business Machines Corporation (IBM) is an American multinational information technology company headquartered in Armonk, New York, in over 170 countries. IBM's operations consist of four business segments: Cognitive Solutions (Cloud and Cognitive Software), IBM Consulting (previously known as Global Business Services), Systems, and Global Financing. IBM's managed infrastructure services business was spun off in 2021. It is known as Kyndryl. IBM Consulting is further divided into several capabilities: Consulting (With five major pillars, one of which is its Talent Transformation consulting practice, with a focus on helping clients to transform talent and the Future of Work), Application Management, and Global Process Services (GPS). IBM's Talent Development Optimization Services resides in the Talent Transformation consulting practice.

IBM's offerings comprise learning content, delivery, admin, tech, and consultancy services. Also, IBM provides other learning services. It offers a mix of proprietary and third-party technology/tools. In 2022, it will develop services and tech further and expand globally.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM'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:

Aptara

Capgemini

Conduent

G-Cube

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

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., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on 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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