NelsonHall Vendor Profile

Learning Services

Infosys

Report Abstract

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19 pages

Contents of Full Report

Who is this Vendor Assessment for?

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

 Established in 1981, Infosys is an NYSE-listed global consulting and IT services company with over 310k employees. Infosys BPM, established in 2002, is the business process management subsidiary of Infosys that provides end-to-end transformative services for its clients worldwide, with more than 50k employees. Across Infosys Ltd and Infosys BPM, the company offers ten service areas (including BPM Analytics, Digital Business Services, Business Transformation Services, and RPA). Human Resources Outsourcing services focus on the following: benefits administration, learning and development outsourcing (learning services), payroll outsourcing, and recruitment outsourcing.

Infosys' offerings comprise learning content, delivery, admin, tech, and consultancy services. Infosys develops content aligned to its reimagined pedagogy (five purpose-based ways to facilitate learning) and based on skills prioritization (past skills: ripe for automation now or targeted for adaption; skills of today and the future: in short supply and desperately needed to drive future business and economic growth). It is taking an AI/generative AI approach to learning services and proprietary tech developments.

Large or mid-sized organizations, mature in their learning journeys and thinking, prioritizing the skills agenda, and looking to stay at the forefront of learning services and technology innovation, should consider Infosys.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' 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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