



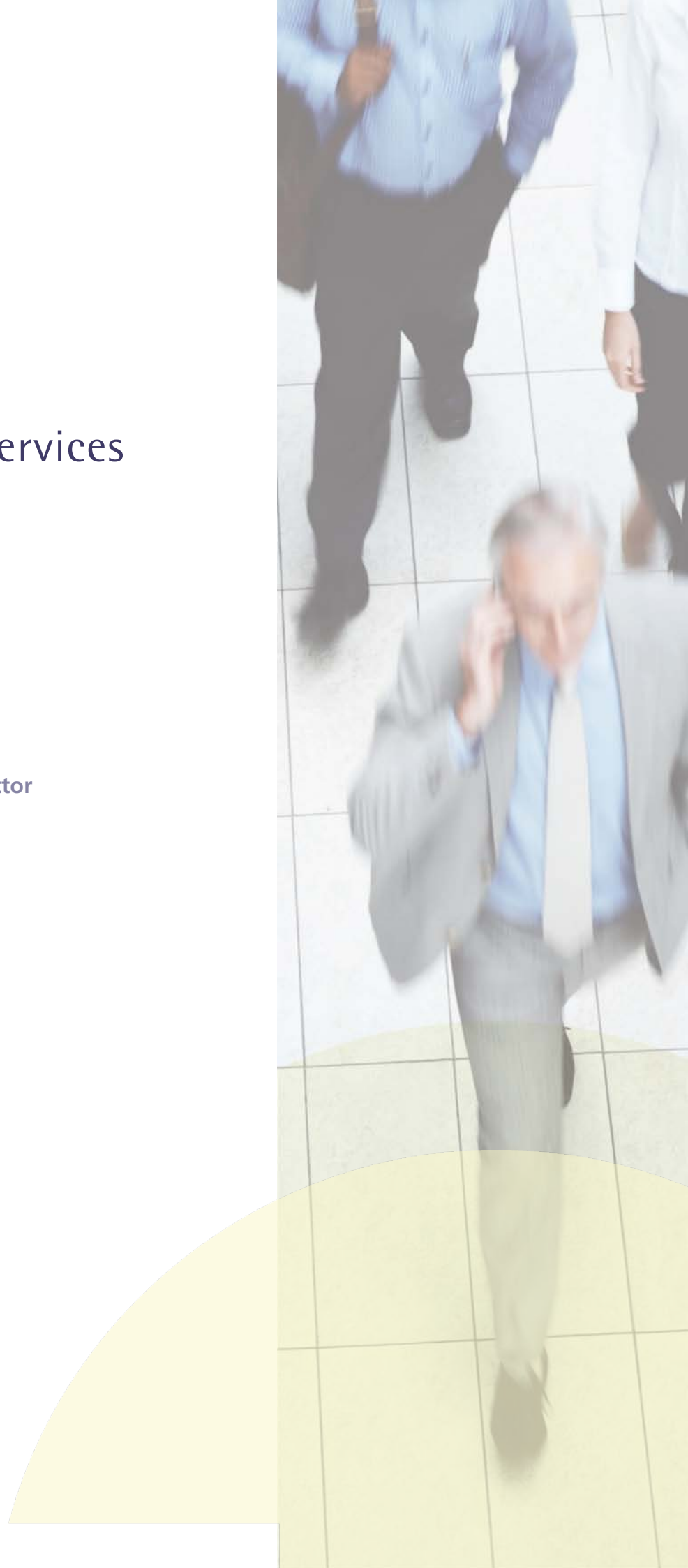
Xerox Learning Services Learning BPO

Vendor Assessment Report Abstract

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11 pages





Who Is This Key Vendor Assessment For?

NelsonHall's Learning BPO Services Vendor Assessment for Xerox Learning Services (LS) is a comprehensive assessment of Xerox's learning services offerings and capabilities designed for:

- Buyers of learning services, including sourcing managers monitoring the capabilities of existing suppliers of learning outsourcing and identifying vendor suitability for Learning RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector



Key Findings & Highlights

Xerox LS provides LBPO as both a standalone service and as a part of its MPHRO offering. Xerox LS targets large domestic and global enterprises with 10,000+ employees, but also services mid-market organizations with 5,000+ learners

Xerox LS offering includes:

- Learning strategy and assessment
- Content and curriculum design
- Learning delivery
- Learning administration
- Help desk
- Data and technology management.

Geographically, revenues are generated by clients headquartered in:

- North America, primarily the U.S.
- Europe, primarily the U.K., Switzerland and Spain, with recent growth in France

Contents

1. Background
2. Financial Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths and Challenges
8. Outlook

Scope of the Report

The report provides a comprehensive and objective analysis of Xerox LS outsourcing offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases 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 delivery organization including the location of delivery locations.

Report Length

11 pages

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Learning Services Outsourcing Vendor Assessments Also Available for:

Accenture

Aon Hewitt

GP

IBM

Infosys

Intrepid Learning Solutions

KnowledgePool

Logica

NIIIT

QA

Raytheon Professional Services

Talent2

The Learning Factor