



# Accenture Learning BPO

## Vendor Assessment Report Abstract

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## Who Is This Key Vendor Assessment For?

NelsonHall’s Learning BPO Services Vendor Assessment for Accenture is a comprehensive assessment of Accenture’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

Accenture provides learning services both on a standalone basis and also as part of multi-process HRO (MPHRO). Accenture’s key longstanding learning client is Avaya, who awarded Accenture an LBPO contract in October 2001. Included in its provision of learning services to Avaya, Accenture took over responsibility for Avaya University, including the development and delivery of web-based courses to customers, associates and business partners.

Accenture also provides learning services as part of a standalone talent management BPO service, which encompasses:

- Workforce forecasting and analytics
- Recruitment
- Performance management
- Learning.

Accenture LBPO services include:

- Content design & development
- Learning delivery
- Learning planning/strategy
- Learning administration.

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## Scope of the Report

The report provides a comprehensive and objective analysis of Accenture's learning services 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 geography of delivery locations.

## Report Length

15 pages

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## Learning Services Outsourcing Vendor Assessments Also Available for:

Aon Hewitt, Genpact, GP Strategies, IBM, Intrepid Learning Solutions, Infosys, NIIT, QA, Talent2, The Learning Factor, Raytheon Professional Services and Xerox Learning Services