Infosys BPM

Learning Services: Transforming the Way the Workplace Learns

Vendor Assessment
Report Abstract

September 2019

By Nikki Edwards
Principal Research Analyst
NelsonHall

18 pages

research.nelson-hall.com

Who Is This Vendor Assessment For?

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

Infosys BPM's Learning business is part of Human Resources Outsourcing services (the latter being one of ten services offered by Infosys BPM). Infosys BPM is the business process management subsidiary of Infosys that provides end-to-end transformative services for its clients across the globe.

Infosys BPM's Learning business offers learning content services, learning delivery, learning administration services, learning technology, and learning consultancy.

Infosys BPM's Learning business has been reshaping its services and proprietary technology following the launch of the "Reimagining BPO" initiative in 2016. It was formally reinforcing what Infosys BPM/Infosys had been doing for many years: preparing client organizations to adapt to their customer needs and be future-ready. The Digital Navigation Framework for Digital Transformation was created as a starting point to guide clients on their learning journeys. In 2019, these practices are well-established into Infosys BPM's operations.

Content Services have been enhanced with the development of a Digital Content Studio in Bangalore and two models for content services: a dedicated team model (with full-time employees working for the client) and the flex model (based on a shared service center, lower-cost model).

Learning technology services has grown since the launch of the Infosys Wingspan LXP (September 2018): a next-generation cloud-first and mobile-first learning platform with the latest features and functionality (including anytime, anywhere, any device accessibility, with dynamic content, social collaboration, and robust telemetry/analytics). Third-party LMS platforms and other tech/tools can be leveraged based on client needs.

Infosys BPM's Learning business follows a shared-service delivery model, with delivery centers in India and Poland.

Infosys BPM's Learning business manages nine learning BPS clients, a mix of large and mid-sized clients, with established learning services contracts in BFSI, manufacturing, retail, and telecoms.

Infosys BPM's learning revenue in 2018 was $9.0m.

2

In 2019/2020, Infosys BPM's Learning business will focus on targeting sales growth of the Infosys Wingspan LXP based on the resolution of different business challenges (not merely a geography/industry focus) and growing client usage of the shared service model.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys BPM's Learning 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).

Contents

Report Length

18 pages

Report Author

Nikki Edwards

nikki.edwards@nelson-hall.com