



COVID-19 Impact Assessments

# Impact of COVID-19 on Learning Services

## Report Abstract

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2-pages

## Contents of Full Report

Summary of Impact of COVID-19 on  
Learning Services: Vendor  
Perspective

## Who is This Market Analysis For?

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NelsonHall’s “Impact of COVID-19 on Learning Services: Vendor Perspective” report is a survey of leading learning services firms to ascertain the impact of COVID-19 on their learning services businesses designed for:

- Vendor marketing, sales, and business managers wishing to understand the impact of COVID-19 on learning services activity
- Enterprises interested in understanding the impact of COVID-19 on learning services
- Financial analysts and investors specializing in the services sector, looking to understand the impact of COVID-19 on learning services.

## Key Findings & Highlights

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NelsonHall’s analysis of the Impact of COVID-19 on Learning Services consists of 2-pages. The report focuses on the impact of COVID-19 on learning services globally.

## Scope of the Report

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The report analyzes the worldwide impact of COVID-19 on learning services and addresses the following questions:

- What is the current impact on vendors’ service delivery?
- What is the current impact of COVID-19 on learning services pipelines and revenue growth?
- In what ways does COVID-19 act as a driver for outsourced learning services adoption?
- What is the likely impact of COVID-19 on learning services by region/industry?

## 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), 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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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](mailto:guy.saunders@nelson-hall.com)

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