



Infopro Learning

**Learning Services: Transforming the Way
the Workplace Learns**

**Vendor Assessment
Report Abstract**

December 2019

**By Nikki Edwards
Principal Research Analyst
NelsonHall**

15 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Learning Services: Transforming the Way the Workplace Learns vendor assessment for Infopro Learning is a comprehensive assessment of Infopro Learning's Learning BPS 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

Infopro Learning is a performance consulting and training development company that makes two promises to its clients: to provide meaningful learning experiences and measurable performance transformation.

Infopro Learning leverages its customizable managed learning services framework, as a starting point, to enable client organizations to transform their learning and development functions. The method uses lightning decision jams and agile sprints to create workable learning solution prototypes for its clients.

Infopro Learning's service offerings comprise learning content, learning delivery, learning administration, learning technology, and learning consultancy.

The requirements of clients have changed in 2019. Clients are demanding more transactional services, such as vendor management, so Infopro Learning has had to expand its capability to meet demand. There has been demand for courses focused on using Office 365, MS teams, SharePoint, etc., and digital transformation subjects (cloud computing, data/analytics, etc.).

Infopro Learning has increased the geographic footprint of its learning delivery services to 80 countries, with an established network of ~3k trainers (employees and contractors).

Leyla, the chatbot, developed by Infopro Learning in 2018, has enabled 25%-40% of customer service tickets to be routed to the bot in its first year, enabling cost savings for its clients. Additionally, Leyla guides learners to relevant and personalized learning content, curating it, and delivering it promptly.

A new area for Infopro Learning is in video proctoring, using AI/ML in the webcam to alert cheating candidates when undertaking online exams.

GnosisConnect LMS, Infopro Learning's proprietary platform with 15-20 modules, is undergoing a significant upgrade to become an LXP. Each module is being redesigned to provide the software as a microservice, enabling client organizations to purchase individual modules.

In 2020 a performance management platform will be added to the GnosisConnect technology suite.

Infopro Learning manages many learning BPS clients. Infopro Learning's clients are predominantly large corporations. Infopro Learning's more recent client wins include pharmaceuticals and information/social media.

Infopro Learning is a private company and does not disclose financial information. NelsonHall estimates that Infopro Learning's 2018 learning BPS revenue was ~\$27.5m.

In 2020, Infopro Learning will focus on: continuing to drive its go-to-market strategy – focused on learning experience, performance transformation, and operational efficiency - (engaging with more senior influencers in buying services). Also, Infopro Learning will focus on growing in new regions and newer industry sectors, continuing development of technology (proprietary platforms, AI, ML, chatbots), and the long-term initiative of re-imagining the future of work (a focus for 2020-2023).



Scope of the Report

The report provides a comprehensive and objective analysis of Infopro Learning's Learning BPS 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).

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Report Length

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Report Author

Nikki Edwards

nikki.edwards@nelson-hall.com