



Infopro Learning RPA and AI in HR Outsourcing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's RPA and AI in HRP Vendor Assessment for Infopro Learning is a comprehensive assessment of Infopro's automation and artificial intelligence offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HR outsourcing and identifying vendor suitability for HR services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector
- HR and payroll decision makers.

Key Findings & Highlights

Infopro Learning, founded in 1989 and headquartered in Plainsboro, New Jersey, is a performance consulting and training development company.

Today, Infopro Learning is a full-service learning BPS provider. Its service offerings include:

- Learning strategy and performance consulting:
- Content and curriculum development
- Learning delivery
- Learning administration
- Learning technology

This profile focuses specifically on Infopro's RPA and AI capability leveraged in the delivery of its learning services offering. For a more comprehensive overview of Infopro's learning services capability, please refer to [Infopro Learning - Learning BPS](#) vendor profile, available to NelsonHall subscribers.

Infopro leverages a "Performance Learning Management" approach, which focuses on the following:

- Personalized learning experience (LX): design approach to enhance learner engagement by focusing on the unique needs of learners
- Performance transformation: focusing on business outcomes to achieve measurable performance gains; includes a focus on learner engagement, business outcomes, measuring the current and future state, measuring leading and lagging indicators, and identifying the time to proficiency and the total training time invested
- Efficiency optimization: focusing on optimizing processes through automation to achieve a faster delivery time, reducing cost per transaction, particularly around mobile devices

Infopro leverages robotic process automation (RPA) and artificial intelligence (AI) to support and enable this approach. Its current capability covers the following process areas:

- HR onboarding
- Learning support
- Inquiry management support

Infopro has also developed "LEYLA," an AI-enabled chatbot for self-service inquiries which supports conversational interaction with users, leveraging natural language processing (NLP) capability. LEYLA is configured to currently support multiple use cases, with further plans to continually expand its use case scope in the near term. Thus far Infopro has experienced ~35% reduction in inquiries/tickets since its deployment.

Infopro maintains a technology agnostic approach to its service enabling technology and offers clients the option to leverage their existing LMS technology investments or deploy Infopro's proprietary cloud-based platform GnosisConnect LMS which is integrated with its RPA, AI, and chatbot technology. (NelsonHall estimates that ~90% of Infopro Learning's clients leverage an existing LMS.)

Infopro applies its automation and AI capability across its client base at the client program level, working with each client to apply RPA to each client's specific platform and business needs. It currently has one client piloting its automation capability and expects to expand this to include ~8 clients by end of 2018 and rolling out to its client base longer term (through 2019).



Scope of the Report

The report provides a comprehensive and objective analysis of Infopro Learning's RPA and AI offering leveraged in the delivery of its HR services, including:

- Identification of the company's strategy, new developments, and outlook
- Analysis of the company's offerings and key service components
- Analysis of the profile of the company's customer base leveraging RPA and AI including the company's targeting strategy
- Analysis of the company's delivery organization including the location of delivery locations.

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2. Key Offerings
3. Delivery Capability and Partnerships
4. Target Markets
5. Strategy
6. Outlook

Report Length

4 pages

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RPA and AI in HR Outsourcing Vendor Assessments also Available for:

ADP

Alexander Mann

Alight Solutions

Excelity Global

IBM

Infosys

Korn Ferry

NGA HR

One Source Virtual

PeopleStrong

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SD Worx