

HR Technology & Services

# Learning Services: Embedding a Digital Learning Culture

## Report Abstract

May 2022

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165-pages

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## Who is This Market Analysis For?

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NelsonHall's Learning Services report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the Learning Services market
- Vendor marketing, sales, and business managers developing strategies to target Learning Services
- Financial analysts and investors specializing in the Learning Services sector.

## Key Findings & Highlights

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NelsonHall's Learning Services market analysis consists of 165 pages, focusing on strategies for 2022 and beyond.

The skills shortage will be the most significant challenge organizations face for the rest of the decade.

The post-pandemic era brings additional challenges as the workforce re-evaluates its priorities around the future of work. Organizations must adapt accordingly to retain existing and attract new talent. Companies must showcase their workplace cultures: Well-being, health, psychological safety, diversity, equity, inclusion, and belonging (DEIB), and flexibility. Therefore, businesses must prioritize skilling their workforce on these issues and the in-demand digital, soft skills, and future of work skills (especially if they struggle to hire talent). Alongside, the rapid evolution of technology continues apace.

All-sized organizations require help in evolving their learning functions to be future-fit. Vendors must guide their clients in all learning domains (services and technology), hand-holding them to make step changes at their desired pace towards a digital learning future. Education is needed around learners' changing needs/preferences (bite-sized, speedy, personalized learning paths). Also, the business benefits of data/analytics/insights on learners and learning, and the importance of a top-notch pull learning experience, to drive organizations' competitive edge in the marketplace.

Top vendors offer next-generation experiential learning platforms and evolve their services to tackle their clients' challenges head-on. Clients embracing and embedding digital learning cultures, having taken on board their provider's advice, are reaping the benefits in 2022.

## Scope of the Report

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The report analyzes the worldwide market for Learning Services and addresses the following questions:

- What is the market size and projected growth for the Learning Services market by geography?
- What is the profile of activity in the global Learning Services market by industry sector?
- What are the top drivers for the adoption of Learning Services?
- What are the benefits currently achieved by users of Learning Services?

- What factors are inhibiting user adoption of Learning Services?
- Who are the leading Learning Services vendors globally and by geography?
- What combination of services is typically provided within Learning Services contracts, and what new services are being added?
- What is the current pattern of delivery location used for Learning Services, and how is this changing?
- What are the challenges and success factors within Learning Services?

## **Learning Services Vendor Assessments Available for:**

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Aptara

Capgemini

Conduent

G-Cube

IBM

Infopro Learning

Infosys BPM

LTG plc

NIIT Ltd

Seertech Solutions

Tesseract Learning

UpsideLMS

Vertex Professional Services.

## 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)/Contingent Workforce Services (CWS), 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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## About NelsonHall

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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