

HR Technology & Services

Learning Services: The Rapid Shift to Digital Learning

Report Abstract

March 2021

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120-pages

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Who is This Market Analysis For?

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

NelsonHall's market analysis of the learning services market consists of 120 pages. The report focuses on learning services strategy for 2021 and beyond.

Organizations acknowledge that the shift to digital learning must be a mid-to-long-term strategic goal for their businesses, as 2021 dawns with the realization that the pandemic effects will loom long into the decade. Yet, social and technological change continues apace as the workforce becomes more multigenerational (each with their own learning needs) and the accessibility, mobility, and sophistication of learning tech increases.

Learning vendors have opportunities to adapt their businesses further as they seek to guide their clients on the future of learning in the new era of work. Learning services/solutions will be learner-centric, tech-enabled, and future skills-focused, determining how the specific learning areas of content, delivery, admin, tech, and consultancy evolve. Content will be created (where tailoring is required) or curated. Delivery will be mostly digital (with pockets of in-person learning to demonstrate skills/knowledge). Admin will be mostly automated, digital, or specialty (supplier management), and tech services will extend beyond learning tech, deployment, integration, and security. Consulting will expand to encompass all learning areas and be more strategic in focus.

As learning services mature, there is likely to be more market segmentation, as learning vendors choose to specialize in learning strength areas, mirroring trends in other areas of talent outsourcing.

Scope of the Report

The report analyzes the worldwide market for learning services and addresses the following questions:

- What are 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:

Aptara

Capgemini

Conduent

IBM Learning Services

Infopro Learning

Infosys BPM

Learning Tribes

NIIT Ltd

QA

Roundtable Learning

Seertech Solutions

Tesseract Learning

Upside Learning

UpsideLMS

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

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