



# Raytheon Professional Services

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

**Vendor Assessment  
Report Abstract**

**October 2019**

**By Nikki Edwards  
Principal Research Analyst  
NelsonHall**

**23 pages**

**[research.nelson-hall.com](http://research.nelson-hall.com)**





## Who Is This Vendor Assessment For?

NelsonHall's Learning Services: Transforming the Way the Workplace Learns vendor assessment for Raytheon Professional Services (RPS) is a comprehensive assessment of RPS' 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

Raytheon Professional Services (RPS) is part of the Raytheon Company (Raytheon). RPS delivers customized learning solutions to transform workforce performance and forms part of the Global Training Solutions (GTS) organization, which sits in Raytheon's Intelligence, Information, and Services (IIS) division.

RPS focuses on commercial, government, and military clients (aligned to the broader Raytheon organization).

RPS' service offerings comprise learning consulting; learning design; learning content curation; learning technology; learning facilitation.

RPS' well-established, culturally-embedded, and client-recognized approach of understanding its clients' most pressing business challenges to design innovative solutions, led to the launch of its "Understanding First" brand in 2018. The approach assures that its clients' learnings are continually aligned with changing business strategies over time.

RPS has focused its training delivery on the following functional topic areas: cybersecurity, enterprise training rollouts (initiatives, systems, processes), leadership development, product launch/sales support, regulatory/compliance, and technician/field operations.

RPS has developed a cyber program to address critical skills gaps in the cyber industry. In 2018, the Qatar Cyber Academy was launched, working with cybersecurity experts to ensure the skills being taught are at the cutting edge of cybersecurity topics. Also, RPS recognized the need to upskill and present cybersecurity as a career opportunity for young people in the U.K., so launched the Cyber Apprenticeship Program.

RPS is a technology-agnostic learning technology provider, leveraging a range of proprietary technology and third-party tech/tools. Its FlexLS LMS has been updated to give it the features and functionality of an LXP. In 2019, the RPS LMS is also undergoing an LXP-style facelift. Other areas of tech investment include analytics, RPA, AI, and ML. RPS has been using newer technologies (AR, gamification, VR, EPSS, etc.) for several years, and continues to enhance them.

RPS manages a range of large to small learning clients, with established learning services contracts in aerospace/defense, automotive, and technology/telecoms.

Raytheon's 2018 total revenue was \$27.1b with IIS' 2018 revenue recorded as \$6.7b. NelsonHall estimates that RPS' 2018 revenue was ~\$370m.

In 2019/2020, RPS will focus on creating and implementing innovative learning solutions infused with technology. Also, creating/expanding its high-impact ground-breaking programs/services. RPS will pursue opportunities with new and existing clients. It will actively market the RPS "Understanding First" brand. Finally, RPS will continue building collaborations with the broader Raytheon organization.



## Scope of the Report

The report provides a comprehensive and objective analysis of RPS' 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).

## Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
	3.1 Service Models	
	3.2 RPS' Service Offerings	
	3.3 Process SLAs/KPIs	
4.	Delivery Capability and Partnerships	
	4.1 Geographic Footprint	
	4.2 Proprietary Technology	
	4.3 Technology Partners	
	4.4 Analytics and Automation	
5.	Target Markets	
	5.1 RPS' Target Markets	
	5.2 Examples of Key Clients	
6.	Strategy	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

## Report Length

23 pages

## Report Author

Nikki Edwards

[nikki.edwards@nelson-hall.com](mailto:nikki.edwards@nelson-hall.com)