



Upside Learning

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

**Vendor Assessment
Report Abstract**

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**By Nikki Edwards
Principal Research Analyst
NelsonHall**

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research.nelson-hall.com





Who Is This Vendor Assessment For?

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

Upside Learning is a provider of custom learning solutions to organizations across the globe. Upside Learning helps organizations to transform their learning and development functions. UpsideLMS, part of Upside Learning, operates as a separate technology business (effective June 2019).

Upside Learning's service offerings comprise learning content and learning technology.

Upside Learning is technology agnostic. Depending on client needs, it can leverage third-party LMS platforms or its proprietary LMS platform – UpsideLMS. The focus is always on choosing whatever works best for its clients.

Upside Learning manages many clients. Upside Learning's clients are predominantly large corporations and spread across all industry sectors. Recent wins have been in banking, facilities services, and retail/e-commerce.

In 2018 Upside Learning's Learning BPS revenue was \$2.28m.

For 2019/2020, Upside Learning will support the "Go Beyond" campaign helping client organizations transform their learning, walk the talk re implementing/showcasing innovative solutions (as case studies) to excite potential clients, expand its team to keep pace with a growing number of clients, and promote the Upside Learning brand, and so on.



Scope of the Report

The report provides a comprehensive and objective analysis of Upside 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 Author

Nikki Edwards

nikki.edwards@nelson-hall.com