



Vendor Profile

Learning Services

VPS

Report Abstract

October 2024

Nikki Edwards

NelsonHall

26 pages

Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capabilities
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is this Vendor Assessment for?

NelsonHall's Learning Services profile on VPS is a comprehensive assessment of VPS' offerings and capabilities, designed for:

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

Key Findings & Highlights

VPS has over 90 years of expertise in providing learning services for ~60 clients, supporting more than one million users annually in around 141 countries and in 33 languages. V2X Inc., previously Vertex/Vectrus, is a \$3.4 billion organization that provides technology and services solutions in over 200 locations worldwide for government and commercial clients, employing 15.4k people. VPS, formerly Vertex Professional Services and Raytheon Professional Services (RPS), is part of V2X's Global Mission Training and Sustainment (GMTS) division. VPS was rebranded in January 2024, and quickly became recognizable in the marketplace, being similar to its previous RPS brand, and has gained market traction throughout 2024.

The metaverse continues to be sought as an environment for onboarding and safety training (defense clients) and showcasing clients' products. VPS is leveraging AI/GenAI more than anticipated, notably in administrative work, training design frameworks for speedy content creation, real-time translation, and client support. It has also built a proprietary closed LLM. It will examine how GenAI can intelligently drive competitive advantage for its clients, curate relevant skills-related content, and identify new skills and content as jobs evolve.

An organization looking for innovative learning services/solutions using the latest modalities and platforms from a vendor with a history in systems engineering and working with highly sophisticated (and regulated) government/military and commercial clients in rapidly transforming sectors should consider VPS.

Scope of the Report

The report provides a comprehensive and objective analysis of VPS' learning services offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery centers.

Learning Services Vendor Assessments available for:

Capgemini

GP Strategies

IBM

Infopro Learning

Infosys

NIIT MTS

NLL Academy

Ozemio (formerly G-Cube)

Seertech

Tesseract Learning

VPS.

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 Learning Platforms, Learning Services, Managed Service Program (MSP), and, previously, Recruitment Process Outsourcing.

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).



Nikki can be contacted at:

- Email: nikki.edwards@nelson-hall.com
- Twitter: @NikkiE_NH

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., Continental Europe, and Asia, 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. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts 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

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

29 Rose Hill, Binfield, Bracknell, RG42 5LH
Phone: +44(0) 208 638 7282

Paris

115 rue de Reuilly, 75020 Paris
Phone: +33 (0)6 23 81 17 54

Copyright © 2024 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall’s clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.