Learning Lifecycle Management as-a-Stack

Learning Lifecycle Management

Infrastructure Applications Processes Services

BPO as a Stack:
Increase Agility, Accelerate Growth

"

Tell me and I forget. Teach me and I remember. Involve me and I learn"

Benjamin Franklin

Many businesses face seemingly unresolvable skills shortages. Deepening misalignment between the labor market and skills' requirements, combined with a prolonged amount of time to train employees to a satisfactory level of proficiency, means that many businesses are constantly struggling to maintain a baseline level of skills competency.

In addition, businesses often struggle to ensure their workforce is trained to mandatory or regulatory specifications, while others that have invested in training are failing to effectively lever the benefits of that training.

How many of the following "pain points" sound familiar in your organization?

- Your skilled resources are overworked and retention is a problem because you cannot meet the demand for their skills.
- You have invested in training but don't know where those skills now sit in the organization.
- You have invested in training but feel the investment hasn't delivered value to the business.

People matter, results count.

- Your industry is stringently regulated and requires a large section of your workforce to receive regular, mandatory training.
- You support a strong training program but find the associated travel and accommodation costs prohibitive.
- Your organization uses different training providers in different parts of the world, making training standards inconsistent and limiting effective skills transferability.
- Your "millennial" hires are demanding more innovative, social and games-based training styles.

If any of these challenges ring true, then your business can benefit from Capgemini's Learning Lifecycle Management (LLM) offer – a comprehensive service offer to support the training needs of your organization, built around five key components:

- Training Needs Analysis/Advisory Services
- Training Content Services
- Learning Management Systems Deployment and Maintenance
- Training Management
- Training Effectiveness Review

Capgemini's LLM can bring real value to your business through:

Improved profitability – your business's bottom line is boosted through the deployment of preconfigured templates and our advanced analytics to accurately identify your skills/competency, saving up to 30% in Learning and Development (L&D) costs.
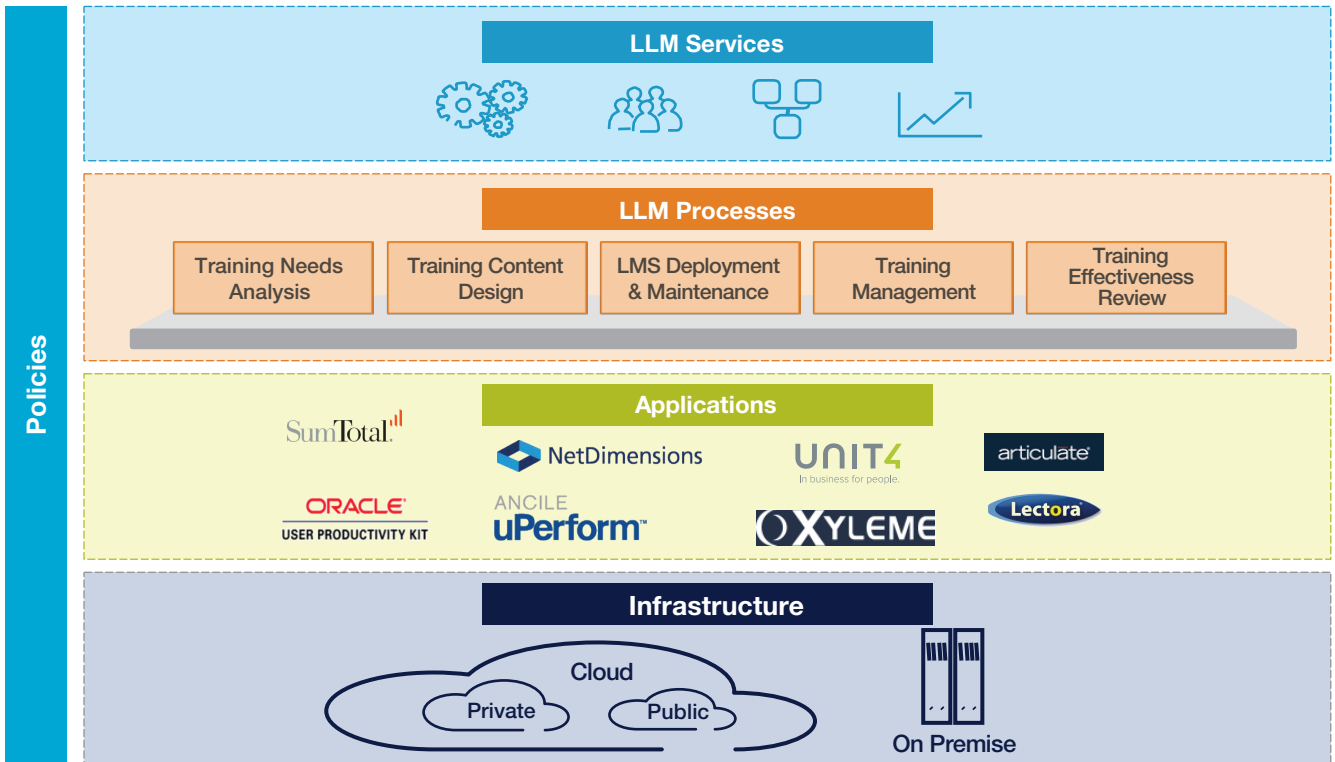
Improved business efficiency – your business will benefit from the efficiencies enabled by skills alignment, flexibility and mobility through the deployment of our Next Generation Learning platforms. In other words, a significant boost in the knowledge capital of your organization.

Reduced risk – your brand reputation is protected and compliance is assured through the use of centralized automated platform-driven administration services delivered from our global delivery centers.

Our LLM services are delivered "as-a-stack" – an "assemble-to-order" approach comprising of an integrated mix of layers including services, processes, applications and infrastructure that deliver business benefits from day one.

LLM-as-a-stack enables your business to benefit from the breadth of our experience across our outsourcing organization. This means that you can avoid the hassle of sourcing infrastructure, applications and business process services from separate service providers, and, instead, buy a fully packaged business process as a service.

LLM Services

LLM Processes

| Training Needs Analysis | Training Content Design | LMS Deployment & Maintenance | Training Management | Training Effectiveness Review |

Applications

SumTotal · NetDimensions · UNIT4 *In business for people.* · articulate

ORACLE USER PRODUCTIVITY KIT · ANCILE uPerform · OXYLEME · Lectora

Infrastructure

Cloud
Private   Public
On Premise

Policies

The stack enables platform driven learning solutions based on pre configured processes across various learning mediums through a strong team of experts and global delivery network

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> *84% of HR and business leaders believe that providing career advancement opportunities to top performing employees is the most impactful way to retain them. Yet only 43% of organizations have put in place a systematic process for employee development, which indicates a rather serious disconnect"*

SumTotal
The CEO's Guide to Top Performer Retention, Whitepaper, March 2015

Improving L&D at a leading agriculture company

Our client - a leading global agriculture company - faced challenges in delivering a seamless learning experience across the organization due to a lack of a centralized training platform, disparate processes and a high degree of duplication. It also faced the challenge of managing compliance reporting for all mandatory trainings.

Capgemini implemented a full Software-as-a-Service Learning Management System from SumTotal platform to enable the centralization of L&D services based on robust global process models. This approach ushered in a cohesive and new age learning approach across more than 80 countries, impacting more than 20,000 employees.

Over the last three years, our client's L&D function has been transformed and tangible business benefits have been reaped.

About Capgemini

Now with 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion.

Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.
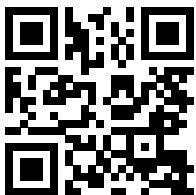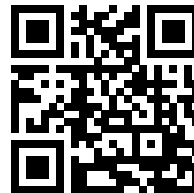
A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

For more information visit:

www.capgemini.com/BPO

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People matter, results count.