

# Managed Training Services

Helping Clients Run Training Like a Business



CURRICULUM  
AND CONTENT

LEARNING  
DELIVERY

LEARNING  
ADMINISTRATION

STRATEGIC  
SOURCING

LEARNING  
TECHNOLOGY



## **WHO WE ARE**

NIIT is a market-leading, global managed training services company with over 40 years of experience in learning outsourcing. With a team of some of the world's finest learning professionals and presence in 38 countries, we help the world's leading companies dramatically improve the effectiveness and efficiency of their training.

## **HOW WE HELP**

NIIT's transformational approach helps companies dramatically improve the effectiveness (value) and efficiency (direct and total costs) of training. Built on the sound principles of running training like a business, NIIT's Managed Training Services are a suite of best-in-class training processes that enable customers to reduce costs, realize measurable value, run rock-solid operations, and increase business impact. Our flexible and scalable service suite includes curriculum design and custom content development, learning administration, learning delivery management, strategic sourcing, learning technology and advisory services.

## **OUR SEVEN COMMITMENTS**

NIIT has consistently been recognized as a thought leader in L&D. Training is not just our business but our passion. We are committed to our customers through the seven commitments we make to each of them.

NIIT IS COMMITTED TO CUSTOMERS TO  
SIGNIFICANTLY AND DEMONSTRABLY:

- 
- P**rovide rock solid operations
  - R**educe direct and total cost of ownership
  - O**ptimize and align efficient investments
  - M**easure and Demonstrate results
  - I**ncrease business impact
  - S**trengthen transparency and responsiveness
  - E**nable better performance year on year

## **CONTENT DEVELOPMENT AND CURRICULUM DESIGN**

Our flagship capability and service is content development and curriculum design based on an award-winning, proprietary methodology called Critical Mistake Analysis (CMA), pioneered by our Cognitive Arts division. CMA evolved from extensive research conducted at Northwestern University's Institute for the Learning Sciences and helps the talent development organization and training departments take an empirical approach to deciding exactly what content will have the most significant business impact. We have earned not only our customers' trust but also industry recognition for the quality, business value and on-ground impact of our content – whether it is reduced costs, improved time to proficiency, greater profitability or increased efficiency.

## **LEARNING ADMINISTRATION**

NIIT has over 25 years of experience in the management and administration of the learning process. Our Learning Administration service is built on best practices and configured to the needs of each of our customers. We deliver rock-solid operations and high service levels under a variable cost model. Our goal is to transform learning administration with clockwork efficiency and enable learning organizations to use the best of their energies in exploring innovations, improving effectiveness, and aligning results to meet the expectations of the business.

## **LEARNING DELIVERY**

Wherever you are in this world, it is most likely that an NIIT trainer is not far from you. With a strong team of over 2,500 trainers across 40 countries, you can count on our 3 decades of experience to transform the way your training is delivered, globally. Our state-of-the-art operating model allows re-factoring roles and encourages cross-skilling to sustain a flexible capacity of trainers. This also ensures high efficiencies through optimum usage of their time across continuous engagements, enabling optimal cost of delivery.

## **LEARNING TECHNOLOGY**

NIIT's premier, on-demand learning management system (LMS) is a full-featured, fully hosted application that can be configured to meet a variety of business needs. The LMS provides the same customization, configuration, and integration capabilities as a more traditional software application, without the need to buy, install or maintain any hardware or software. NIIT's platform supports over 4.3 million learners for over 2,000 clients worldwide and includes detailed tracking, skills assessment and management, and reporting options. Equipped with integrated wikis and blogs, 24 x 7 user support and the ability to deploy proprietary courses, NIIT's LMS provides significant operational efficiencies and commercial benefits at lower costs with faster implementation and a 99.86% guaranteed uptime, excluding planned downtime.

## **STRATEGIC SOURCING**

NIIT's Strategic Sourcing service addresses the entire lifecycle of vendor provided training. NIIT's clients receive cost reduction, access to a leading collection of learning providers and a full suite of support services including selection, measurement, and knowledge management. Whether internal or external, your budget for learning is an investment. Our approach, processes and technology ensure that our clients get the highest returns for that investment.



# MANAGED TRAINING SERVICES PLATFORM: CORE AND ENABLEMENT SERVICES





We support our clients with a full complement of Managed Training Services covering curriculum design and content development, learning administration, delivery of third party and proprietary programs, advisory services, and management of learning technology. We provide these services in whatever combination is most useful to our clients.

Through these services, we can take on the heavy lifting for clients so that their internal teams can focus on excellence in the work that is critical to do internally (e.g. business alignment). We have structured our practices so that each practice remains focused on what matters most – driving value; while also providing the benefits of top-notch managed services – scalability, process excellence, continual improvement, and cost efficiency. This transformational approach helps our clients run training like a business.



**TOP 20 COMPANIES IN  
TRAINING OUTSOURCING, 2008-2014**



**TWENTY ONE  
BRANDON HALL AWARDS**

**HRO TODAY Baker's Dozen  
Customer Satisfaction Ratings  
LEARNING PROVIDERS  
2012 Winner**

**HRO TODAY BAKER'S DOZEN  
CUSTOMER SATISFACTION RATINGS,  
LEARNING PROVIDERS, 2010-2012**



**TOP 20 CONTENT DEVELOPMENT COMPANIES,  
2011-2013**



**TRAINING TOP 125, 2008-2011**



**TOP 20 IT TRAINING COMPANIES,  
2008-2010, 2013**

**2013  
CHIEF LEARNING OFFICER®  
LEARNING IN PRACTICE  
AWARDS**

**SIX CLO LEARNING IN PRACTICE AWARDS**

**LEARNING ELITE®  
2014 ORGANIZATION**

**CLO LEARNING ELITE, 2011, 2014**

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