



# Media Kit

**NIIT**<sup>®</sup>

**BUSINESS IMPACT.** Accelerated. 

**North America, The United Kingdom & Europe  
Media Contact**

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# About NIIT's Enterprise Learning Solutions Business

NIIT's Enterprise Learning Solutions Business delivers innovative strategies that help clients accelerate business impact. NIIT Managed Training Services are a suite of best-in-class training processes that enable customers to reduce costs, sharpen their business focus, and drive quantifiable results. Our Managed Training Services deliver more relevant training to organizations, bring proven best practices into business processes, and redirect surplus training capital into core business functions.

Known worldwide as a leader in learning outsourcing, with presence in more than 44 countries, NIIT's Enterprise Learning Solutions Business offers products and services including curriculum design and custom content development, learning administration and operations, learning delivery and management, learning technology development and administration, learning management systems, virtual labs, student retention services, and strategic assessments. Together with its organizations, Cognitive Arts and Element K, NIIT's global talent development programs help clients achieve real-world skills to better compete in today's market.

Established in 1981, NIIT is known globally as the number one choice for strategic learning solutions. NIIT has earned more than 50 awards, including 14 Brandon Hall awards.

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# Training is our only Business

Our management team is comprised of experienced professionals with broad, multidisciplinary backgrounds in business, corporate training, education, finance, human resources, management, marketing, sales and technology. Each brings a diverse background and unique professional experience to our leadership team.

## Sapnesh Lalla

PRESIDENT & BUSINESS UNIT HEAD



Sapnesh has enjoyed a long and accomplished tenure while at the company. Joining in 1992, Sapnesh began his career with NIIT in the technical side of the business. Sapnesh has been a pioneer for NIIT in the US market. Rising through the ranks, Sapnesh relocated to the United States in 1996 as a Group Consultant and in 1999 was promoted to Business Manager.

## OUR MANAGEMENT TEAM

Amitabh Lahiri, Vice President Global Operations

PR Subramanian, Chief Financial Officer

Dr. Chip Cleary, Ph.D, Vice President, Advisory Services

Dr. Gregg Collins, Ph.D, Vice President & Global Head of Instructional Design

Ganesh Krishnamurthy, Senior Vice President, Learning Content

Anklesh Agrarwal, Vice President, Learning Technology

Sandra Pruitt, Sr. Director of Human Resources

Kimberley Kelly, Director of Marketing

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# Values & Vision

## NIIT IS PEOPLE

We have positive regard for each one of us.

We will foster career-building by creating opportunities that demand learning, thinking and innovation from each one of us.

We expect each of us to contribute to the process of organisation building and thus derive pride, loyalty and emotional ownership.

We recognise the necessity of making mistakes and risk-taking.

When it contributes to the learning, innovation and growth of each one of us.

## NIIT IS QUALITY AND VALUE

Each of us will ensure that in any association with society, Society benefits substantially more than:

(A) what society gives to us.

(B) what society would gain from any other similar association

We will meet every commitment made to society irrespective of any cost that may have to be incurred.

We will ensure our profitability, long-term growth and financial stability, through the process of delivering the best, being seen as the best and being the best.

We will be fair in all our dealings and promote high standards of business ethics.

## NIIT IS A MISSION

We will grow in the recognition and respect we command, through pioneering and leading in the effective deployment of technology and know-how.

We will seek to play a key-role in the directions and deployment of technology and know-how for the benefit of mankind.

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# Practice Areas

## Learning Administration

The Learning Administration Practice eliminates an entire category of staffing and cost encumbrances. It offers turnkey programs, performed under the most demanding SLAs, that combine both technology systems and dedicated customer service support teams to give our clients the most robust administration possible.

### DEMAND GENERATION SERVICES

NIIT's Demand Generation Services offer complete turnkey lead-generation capabilities to make demand generation and lead creation effective while fulfilling sales qualification and lead-generation requirements. The solution leverages intelligent marketing platform technology tightly coupled and integrated with customer relationship management software and call center operations to employ a campaign management methodology that is proven to increase ROI, prove the value of marketing, and ultimately drive revenue by improving marketing effectiveness.

To help organizations maximize the value of leads while focusing on building long-term relationships with customers, we also offer worldwide classroom materials fulfillment, support services, and a suite of applications to help measure, manage, and improve business performance through learning.

### STUDENT RETENTION SERVICES

NIIT can assist student services teams in building effective online tutoring programs that can tangibly benefit online education programs. Components of the programs include:

- Adaptive remediation that identifies at-risk students based on predefined behaviors;
- Then goes a step further by undertaking a series of interventions. These interventions are designed to make the students actively participate and perform, thereby leading to their successful course completion.
- A rigorous system comprised of continuous risk profiling, continuous diagnosis, and continuous intervention, developed for NIIT's own campuses, that has been shown to reduce student attrition, increase learner satisfaction, and impact students' success.

# Learning Content

The Learning Content Practice focuses on developing curricula that truly solve business problems and seamlessly adapt to each learning opportunity's unique requirements.

## CATALOG CONTENT

In addition to completely customized learning content, NIIT offers clients access to one of the world's largest libraries of off-the-shelf courseware, widening flexibility for best-in-class training in a range of multimodal options. We provide technology, compliance, and management and business training content for effective learning programs as robust, standalone resources or as collections that may be leveraged to augment any of our solutions, giving you the most effective e-Learning on the market today. Additionally, many of our courses are available in a variety of languages. These courses are designed and organized to accommodate beginner through advanced learners and mapped to valuable industry certifications, allowing you to provide consistent training throughout your multinational organization that will sharpen skills, enhance user ability, and help your staff become more efficient.

## CUSTOM CONTENT/ BESPOKE

Our Custom Learning Content is highly customizable and available in various forms from assessments to video/rich media development and steeped in instructional design best practices. Each engagement follows rigorous processes that leads to superior courses delivered against predictable timelines and are designed to precisely fit the needs, industry, timing, budget, and objectives of our clients. Through this process, and leveraging our award winning Critical Mistake Analysis methodology, we achieve unmatched clarity in aligning human performance solutions to high-priority business needs.

# Learning Delivery

The Learning Delivery and Management Practice solves complex business problems that free clients from the high cost and constant resource management headaches that result from dynamically changing learning requirements.

Because learning solutions are our only business, NIIT maintains a massive talent base that can scale up and down on demand and can remain fluid with whatever

learning delivery method is required: on-site classroom trainers, online faculty and mentoring, and fully managed application/process rollout services.

# Learning Technology

The Learning Technology and Management Practice offers clients, using a software as service(SaaS)-based model, a diverse set of technology-based learning tools and services that reliably support every learning solution.

## LEARNING MANAGEMENT SYSTEMS

We offer our clients the option to retain their current learning management systems or use our award-winning system KnowledgeHub.

The KnowledgeHub Learning Management System is a fully hosted application that provides the same customization, configuration, and integration capabilities as more traditional learning management systems. But while most behind-the-firewall LMS installations require months of intense project work to install, a typical implementation of KnowledgeHub is completed in less than four weeks.

KnowledgeHub offers a smart, cost-effective alternative to the demands of installed LMS ownership, substantially reducing infrastructure and operational costs, as well as deployment time.

KnowledgeHub provides all of the features you need to manage advanced learning programs, including diverse content deployment options, learning plan management, and flexible reporting, and is completely customizable. Because we offer an SaaS learning solution, there is no hardware or software to buy, install, or maintain.

## VIRTUAL LABS

The entire solution is built on top of a world-class SaaS architecture supporting millions of users with NIIT handling all aspects of software management.

vLabs is a web-based distance learning technology that provides 24/7 access, availability, convenience, and economy, enabling students to communicate with live hardware and software environments.

The ability to experiment with an application or learn skills using hardware and software in a real-time, live environment drives home key learning points and provides the skills learners need to achieve workplace certifications. vLabs provides a virtual environment that can mirror almost any hardware or software configuration—even custom environments or proprietary application modules—to meet a client's specific technology training needs.

vLabs also offers a large number of e-Learning modules that support all major Cisco®, Microsoft®, CompTIA®, and Linux® certifications.

# Advisory Services

The Advisory Services Practice helps NIIT clients solve business problems that can be addressed with appropriate learning solutions, providing the focal point for how we help our clients master change and maximize their impact.

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## STRATEGIC ASSESSMENTS

Upon conclusion of the Strategic Assessment, companies will have tangible, actionable information to make fact-based decisions about training moving forward. A high level strategy will define the transition from the current state to the future state, including a roadmap, risk man-

agement plan, key roles and responsibilities, and recommended management governance structure. In addition, "low hanging fruit" opportunities will be identified that can immediately increase the impact of learning and/or reduce costs.

"... the learning development was particularly innovative, robust in blend, accessible across 39 states and included market personalization. We required an aggressive timeline and NIIT delivered."

Karen Scott, Allstate Learning & Organizational Effectiveness,  
Senior Manager

# Our Clients

Our clients return again and again for our suite of training offerings to optimize their learning organizations and to improve time to performance for employees, customers and partners. We tailor cost-effective, scalable programs to our clients' unique business challenges while engaging some of the most advanced training services. The result is employees, customers, partners and students that can excel, innovate and achieve for their businesses and a measurable return on investments in training.

We could boast of our global reach or rich history in training, but at the end of the day, our clients want to see results from their training programs. Our services deliver just that, and we have the cases and repeat customers to prove it.



Ensuring Consistency Through an Innovative e-Learning Global Induction Program. [Click here](#) for the case study.



Accelerating Innovation Through Partnership. [Click here](#) for the case study.



Accelerating Automotive Sales Through GAPS Analysis Training. [Click here](#) for the case study.



A Secret Recipe for Loss Prevention Through Training. [Click here](#) for the case study.



Web-Based Training for Effective Customer Interaction Skills. [Click here](#) for the case study.



Innovative Online Learning Program for the Next Generation of Students. [Click here](#) for the case study.



Accelerating Global Training Through a Unified Learning Administration Service Framework. [Click here](#) for the case study.

# Awards

NIIT is tremendously proud of the recognition received by some of the most prestigious organizations in the learning industry. Every year, NIIT continues to receive accolades for its work in training and education.

## 2011 LEARNING ELITE ORGANIZATION

*Chief Learning Officer*

## 2010 TOP TRAINING COMPANIES

*Outsourcing*

*Training Industry.com*

## 2010 LEARNING PROVIDERS

*Customer Satisfaction Ratings*

*HRO Today "Baker's Dozen"*

## 2009 TOP TRAINING COMPANIES

*IT Training*

*Training Industry, Inc.*

## 2010 SILVER

*Excellence in Learning*

*Branding Hall Research*

## 2009 BRONZE

*Excellence in Learning*

*Branding Hall Research*

## 2008

*Learning Leaders*

*Bersin & Associates*

## TOP 125

*Training Magazine*

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Our parent company  
**NIIT Limited** is a leading  
Global Talent Development  
Corporation, building  
skilled manpower pool  
for global industry  
requirements.

The company which was set up in 1981, to help the nascent IT industry overcome its human resource challenges, has today grown to be amongst world's leading talent development companies offering learning solutions to Individuals, Enterprises and Institutions across more than 44 countries.

NIIT's training solutions in IT, Business Process Outsourcing, Banking, Finance & Insurance, Executive Management Education, and Communication & Professional Life Skills, touch 5 million learners every year. NIIT's expertise in learning content development, training delivery and education process management make us the most preferred training partner, worldwide.

Research-based Innovation, a key driver at NIIT, has enabled us to develop programs and curricula that use cutting-edge instructional design methodologies and training delivery. NIIT's Individual Learning Solutions include industry-endorsed IT training programs like GNIIT, Integrated programs for Engineers (NIIT Edgeineers), Infrastructure Management programs (NIIT GlobalNet+).

## MEDIA CONTACTS

South America, Africa, Asia, Australia and Other Countries

For international inquiries in the above listed areas, please contact our global headquarters Mr. Prateek Chatterjee, Head of Corporate Communications, NIIT Limited, [prateek.chatterjee@niit.com](mailto:prateek.chatterjee@niit.com).

# NIIT Limited Founders

## Rajendra S. Pawar

CHAIRMAN AND CO-FOUNDER OF THE NIIT GROUP



Mr. Rajendra S. Pawar is Chairman and co-founder of the NIIT Group, that encompasses two businesses—NIIT Technologies Limited, the software and services arm and NIIT Limited, the leading Global Talent Development Corporation.

Set up in 1981, NIIT pioneered the computer education market in India, creating a completely new industry segment and taking it to consolidation and maturity. Mr. Pawar has played a leadership role in nurturing NIIT and building it into a leading Global Talent Development Corporation. By pioneering NIIT's innovative franchising model, he enabled the company to unleash a wave of entrepreneurship across the globe, providing young people with the opportunity to create viable businesses centred on IT learning.

Mr. Pawar led NIIT's foray into the software and services market, creating NIIT Technologies, a global IT Solutions organization. Assessed at SEI-CMMi Level 5, NIIT Technologies serves clients across North America, Europe, Asia and Australia.

Mr. Pawar is a member of Prime Minister's National Council on Skill Development, a council chaired by the Prime Minister of India. He is a member of the Planning Commission's Task Force on Skill Development and has also served on the Prime Minister's National Task force, which aimed at making India an IT Superpower by 2008. He is also helping the Government of South Africa develop a growth strategy for its ICT industry. Actively involved in India's key Chambers of Commerce, Mr. Pawar has led several ICT industry initiatives, giving voice to the sector's aspirations and goals. He has been a Founder Member of NASSCOM (the National Association of Software & Service Companies). He is currently a member of the International Business Council of the World Economic Forum.

Global Business Intelligence firm, Ernst & Young conferred on Mr. Pawar its prestigious Master Entrepreneur of the Year Award in 1999. He has also been named the IT man of the Year by IT industry journal, Dataquest. Pawar has been awarded 'The Global India Splendor Award' on the occasion of 60th year of India's independence, for his work on developing human resource potential.

Known for promoting industry-academia alliances, Mr. Pawar has been working closely with the country's well-known educational institutions. He is on the Board of Governors of India's premier engineering institution, IIT Delhi; country's first global business school, the Indian School of Business; and the Scindia School. Mr Pawar also serves on the Board of Management of world's largest distance learning university, Indira Gandhi National Open University.

Mr. Pawar studied at the Scindia School, Gwalior and graduated from the country's prestigious engineering institution, the IIT, Delhi in 1972 where he pursued the B. Tech programme in electrical engineering and received the Distinguished Alumnus Award of IIT in 1995. He has also been awarded an Honorary Doctoral Degree by the Rajiv Gandhi Technical University in 2005.

Mr. Pawar is an avid reader, writer and music buff.

“As a team, we are confident that NIIT was the right partner for us.”

Jenni Radtke, Philips  
Senior Director, Global Learning Operations



## Vijay K. Thadani

CHIEF EXECUTIVE OFFICER, NIIT

Vijay K. Thadani is the Chief Executive Officer of NIIT, Asia's No. 1 trainer and leading Global Talent Development Corporation. As the co-founder of NIIT, he has built an organization that is recognised for its innovative efforts of taking computer education out of the confines of a few exclusive universities and bringing it to the masses.

Mr. Thadani also serves on the Board of NIIT Technologies Limited, a leading SEI-CMMi Level 5 assessed IT Solutions organisation, servicing customers in the USA, Europe, Japan, Asia Pacific, and India. Mr. Thadani has led the Group's globalization efforts since 1991, taking the NIIT flag to over 40 countries. As the Chairman of NIIT USA, and based out of Atlanta (1999-2003), he mentored NIIT's Strategic Alliance Programme that resulted in successful acquisitions of leading technology companies to fill in critical technology gaps in NIIT's Software Solutions and Knowledge Solutions offerings and to gain customer access.

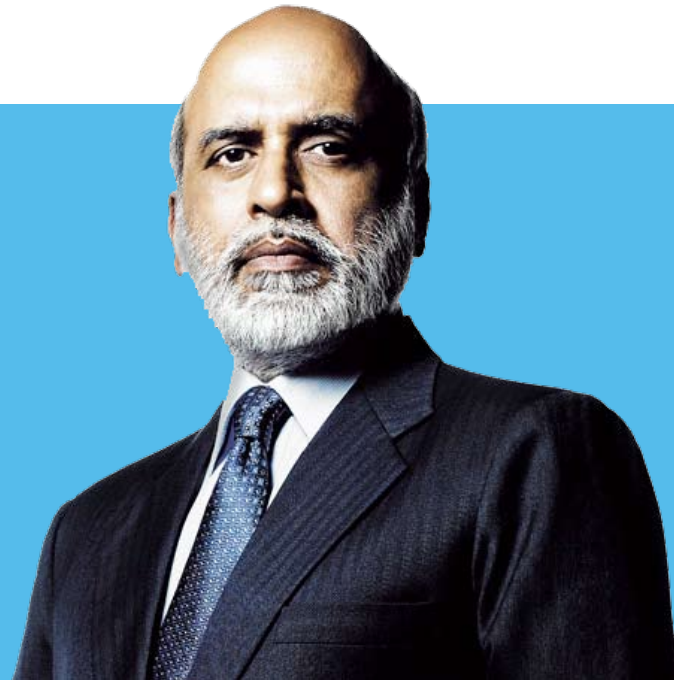
Mr. Thadani is deeply involved in strengthening and consolidating NIIT's presence in the Chinese market, where the company began operations in 1998. What started out with one education centre in Shanghai has now expanded to a 100-plus centre network across 25 provinces. Mr. Thadani was recently honoured with the position of 'Economic Consultant' to Chongqing, world's largest city in the People's Republic of China.

Mr. Thadani has headed many Industry Associations and Societies including the Indian IT industry association, MAIT. He has also chaired the Indian Government's Committee on National Information Infrastructure Policy. Mr. Thadani has served as the Chairman of the IT Committee of the Confederation of Indian Industry (CII) in the USA and has led delegations to Korea, Japan, Taiwan, China and the United States to promote India's IT capability. He is currently the Chairman of CII National Committee on Education.

A 'distinguished alumnus' of the premier IIT Delhi, Mr. Thadani has lectured at prestigious institutions including the University of Michigan Business School, the J L Kellogg Graduate School of Management and the Indian Institutes of Management (IIMs).

## P. Rajendran

DIRECTOR & CHIEF OPERATING OFFICER



Parappil Rajendran, Director & Chief Operating Officer of NIIT joined the company at the time of its inception in 1982 and has been a part of the core team which has developed the organization and brought it to its present position of international standing. NIIT, an Indian- born multinational company, is known for many innovations in IT education.

Mr. Rajendran an alumnus of Indian Institute of Technology, Delhi, led NIIT's computer & computer assisted education in the schools segment, which now touches 2.5 million children from over 7700 government and private schools.

A true "People Person" and a believer in leveraging Information Technology for HR competitiveness, he has helped NIIT emerge as one of the most preferred employers in the Indian IT Industry. The company received the 1998 National HRD Award for the best HR practices, the World HRD Congress 2000 Award for Innovative HR practices and the Delhi Management Association – Watson Wyatt Award 2004 for Excellence in Innovative HR Practice.

Mr. Rajendran has also been actively associated with Indian industry associations like Confederation of Indian Industry, Manufacturers' Association of Information Technology, NASSCOM and professional bodies like Institute of Electrical and Electronics Engineers, USA. He takes keen interest in the area of deployment of ICT for human development and creation of jobs in the future.

“NIIT is a highly professional team of dedicated people. They are interested in providing top quality work, listening to customer needs, and delivering accurate output on time.”

Ashok Gupta, Ohio University  
Faculty

# Other NIIT Limited Brands



Element K provides learning solutions that enable organizations to develop employees, support partners, and educate customers. Solutions are a tailored combination of products, technology and services that helps customers plan, develop, launch and manage their learning program.



Acquired by NIIT Ltd. in 2003, CognitiveArts today, offers nearly three decades of experience and represents the highest achievement in research, education and experience in learning design architecture having developed over 300 innovative Experience Learning Solutions™ for major corporations and institutions.

For more information on our global brands, please [click here](#).

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