Opportunity Assessment: Third Party Training Sourcing

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Third Party Training Sourcing Opportunity Assessment

Vendor-provided training is perhaps the largest unmanaged spend within a training function. If your organization is considering centralizing and outsourcing the procurement for all third-party training services or would like to determine how the third-party spend can be optimized, then NIIT Third-Party Training Sourcing Opportunity Assessment can help you create an actionable road map.

The assessment helps you answer questions, such as:

What is the estimated third-party training sourcing spend for the organization?

How many training vendors do you use and for what?

What training services are sourced from third parties?

How is a build-versus-buy decision made by different pockets of the organization?

Who are some of the large training vendors and what is the annual spend with them? How many vendors represent 80% of your spend and who are they?

What is the sourcing value chain?

Who are the people involved in sourcing and what percentage of their time is spend in sourcing? What are spending for people involved in third party training vendor sourcing, management, payment, & quality assurance

What are the specific opportunities to optimize the spend and improve the sourcing efficiency?
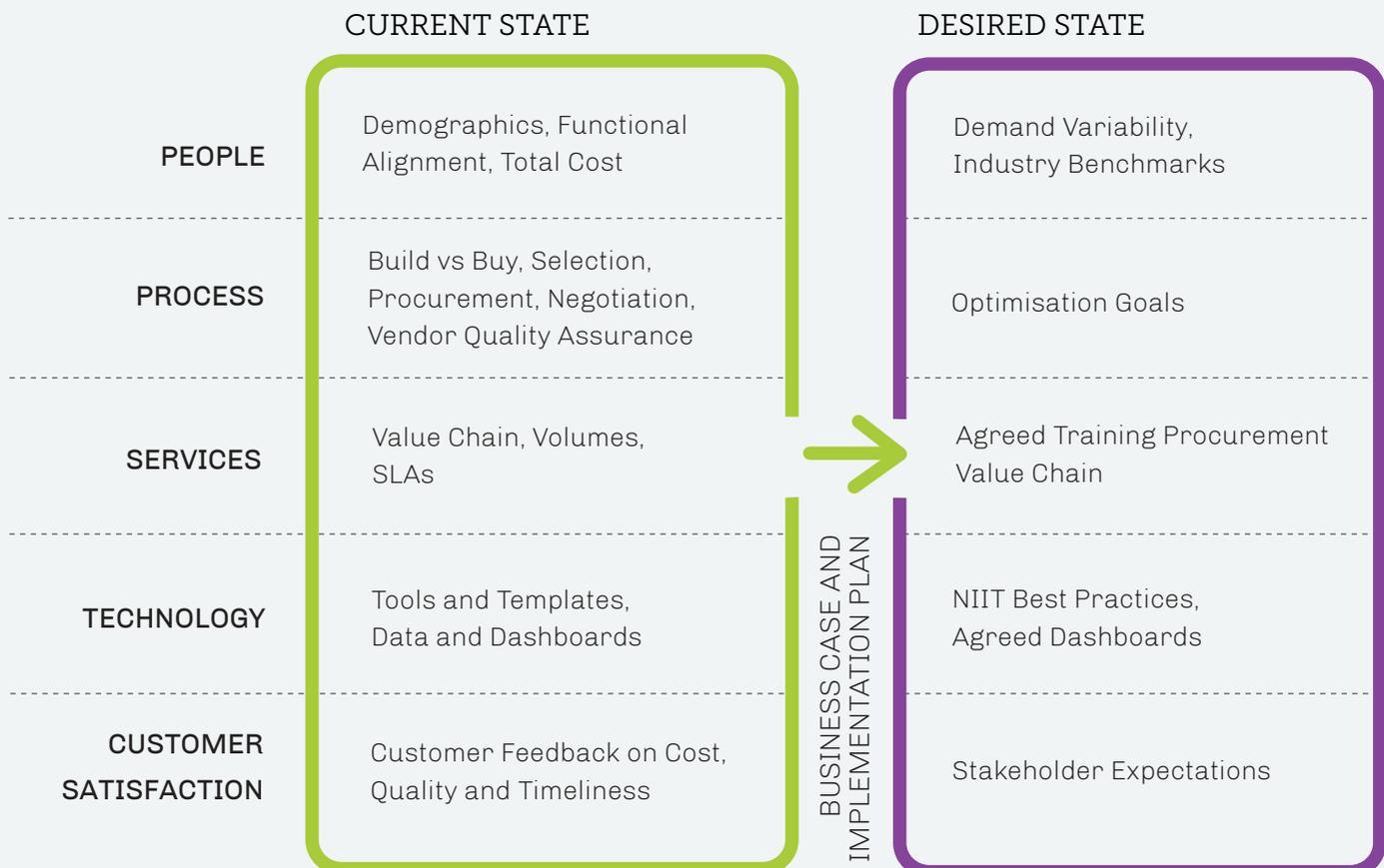
What tools and technology can be leveraged to make the process more standard and transparent?

About the Third-Party Training Sourcing Opportunity Assessment

The Third-Party Training Sourcing Opportunity Assessment is about assessing the current state of sourcing training-related services and helping you move to the desired future state of better managed third-party sourcing spend by utilizing outsourcing.

The assessment process uses a business scorecard framework to evaluate the five key areas of training services sourcing in your organization:

- People
- Process
- Services
- Technology
- Customer Satisfaction

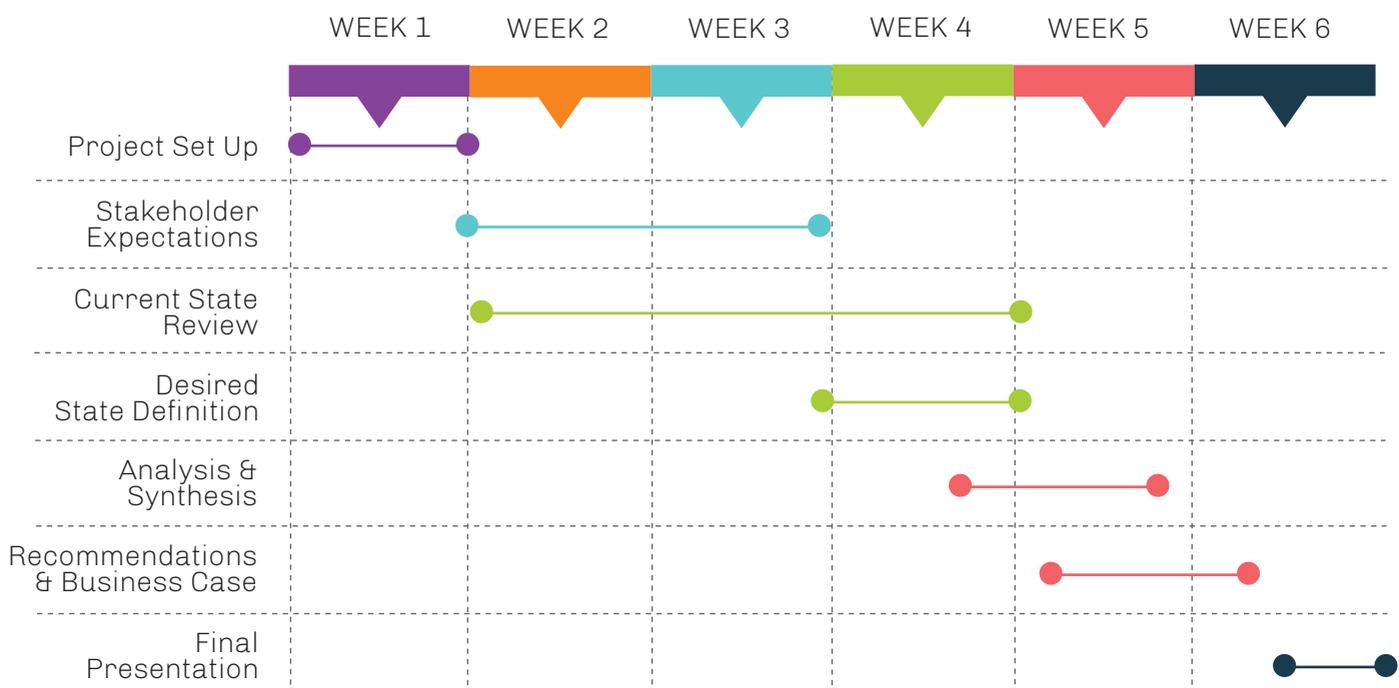|	CURRENT STATE	DESIRED STATE
PEOPLE	Demographics, Functional Alignment, Total Cost	Demand Variability, Industry Benchmarks
PROCESS	Build vs Buy, Selection, Procurement, Negotiation, Vendor Quality Assurance	Optimisation Goals
SERVICES	Value Chain, Volumes, SLAs	Agreed Training Procurement Value Chain
TECHNOLOGY	Tools and Templates, Data and Dashboards	NIIT Best Practices, Agreed Dashboards
CUSTOMER SATISFACTION	Customer Feedback on Cost, Quality and Timeliness	Stakeholder Expectations

BUSINESS CASE AND IMPLEMENTATION PLAN

Outcomes

The assessment delivers detailed information on the current state of the training procurement process, cost, and quality; a clear picture of the desired future state; and a comprehensive set of actionable recommendations for making fact-based decisions about transitioning to the desired state utilizing an outsourcing model. Recommendations include solutions for:

- Centralizing procurement to better manage and optimize the spend
- Transitioning from multiple local vendors to strategic global vendors
- Setting up vendor management and quality assurance processes
- Tracking and managing procurement costs
- Restructuring the staff involved in procurement to drive better efficiencies
- Reorganizing the procurement process to drive better governance, higher spend, transparency, and objective vendor selection
- Utilizing outsourcing as an enabler for improved effectiveness and efficiency.

Timelines

The Third-Party Training Sourcing Opportunity Assessment typically takes 3–6 weeks depending on the scope and complexity and availability of use and cost data. The figure below shows a representative timeline. The process includes conducting interviews; reviewing the current procurement data, sourcing and vendor management processes, and current dashboards; analyzing and synthesizing data; and creating a business case for outsourcing.

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6
Project Set Up	●——————●					
Stakeholder Expectations		●————————●				
Current State Review		●————————————————●				
Desired State Definition				●————●		
Analysis & Synthesis					●————●	
Recommendations & Business Case					●————————●	
Final Presentation						●——●

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