

BusinessLine

NIIT announces strategic initiative to drive cultures of service excellence across organizations worldwide

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Sapnesh Lalla, CEO, NIIT Limited with Ron Kaufman, Founder and Chairman, UP! Your Service

NIIT Limited, a global leader in Skills and Talent Development, entered into a strategic partnership with UP! Your Service, the global leader in creating cultures of service excellence worldwide. Founded by Ron Kaufman, the globally renowned Service Culture Consultant, UP! Your Service works with organizations across the world, equipping them with customer service principles, training tools, and best practices to make their strategy of continuous service improvement come alive – to make it real, scalable, and sustainable. Under this partnership, NIIT will help implement a culture of service excellence across organizations using UP! Your Service's global expertise and tools in this area.

This strategic partnership was announced at the 'Confluence 2017' event organised by NIIT from 1st to 3rd November 2017 at The Lalit Golf & Spa Resort, Goa. Built around the theme "Re-imagining Learning. Transforming Business", the 'Confluence 2017' event highlights how learning leaders around the world are implementing ideas that are enabling business transformation.

NIIT's partnership with UP! Your Service is a strategic move to expand its Corporate Learning portfolio to deliver internal and external cultures of Service Excellence. In addition to its cutting-edge Managed Training Services (MTS), NIIT will now offer services like Service Culture Indicator, Service Leader Workshops, and Service Excellence Workshops to take organizations to a new level of service that is enabled by fundamental principles and actionable models. Through this tie-up with UP! Your Service, NIIT aims to create a huge difference in the way organizations work to create value for their customers and colleagues.

Speaking on this significant partnership, Mr. Sapnesh Lalla, CEO, NIIT Limited, said, "We at NIIT, have always believed in Quality and Value Creation. We are excited to embark on a very significant initiative – Delivering Service Excellence and Increasing the Value that our Customers derive from their association with NIIT. We are delighted to partner with UP! Your Service, the world leader in this space in a strategic move to significantly expand our Corporate Learning portfolio."

The world is in a deep service crisis. With the global economies transforming at record speed, most companies are largely unprepared for the service demands they face day and night from around the world. To address this service crisis, NIIT has partnered with UP! Your Service, founded by Ron Kaufman, one of the world's most sought-after educators, consultants, business thought-leaders, and motivational customer service keynote speakers on the topic of achieving superior service. His methodology includes a set of proven service principles, leadership rules, culture-building blocks and implementation roadmaps that apply effectively across all industries and cultures. This methodology is easily customized to suit the unique needs of each organization, including all departments and team members from the leadership to the frontline.

Ron Kaufman, Founder and Chairman, UP! Your Service, said, "Providing superior service is essential to achieving continued success in our competitive world. Organizations with a powerful service reputation and a superior service culture will attract and retain the best talent, achieve market leadership, and enjoy sustainable success. Digital transformation is not just about embracing new technology, it is about a change in thinking and in organization culture. We are happy to partner with NIIT to work towards creating more digital-savvy and customer friendly organizations."

The NIIT group of companies has been working with UP! Your Service for the last 3 years in related assignments. With this announcement, NIIT & UP! Your Service are taking their association to the next level to benefit customers worldwide. Building on the success of NIIT Technologies, NIIT Limited has embarked on a journey of strengthening its culture of service excellence. This initiative will be rolled out in every business and function of NIIT over a 24-month period commencing October 2017.

About NIIT

NIIT is a leading Skills and Talent Development Corporation that is building a 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, today ranks among the world's leading training companies owing to its vast and comprehensive array of talent development programs. With a footprint across 40 nations, NIIT offers training and development solutions to Individuals, Enterprises and Institutions. NIIT has three main lines of business across the globe – Corporate Learning Group, Skills & Careers Group and MindChampion Learning Systems Limited.

NIIT's Corporate Learning Group (CLG) offers Managed Training Services (MTS) to market-leading companies in North America, Europe, Asia, and Oceania. The Skills & Careers Group (SNC) delivers a diverse range of learning and talent development programs to millions of individual and corporate learners in areas including Digital Transformation, Banking, Finance & Insurance, Soft Skills, Business Process Excellence, Retail Sales Enablement, Management Education, Multi-Sectoral Vocational Skills, Digital Media Marketing, and new-age IT. As NIIT's wholly owned subsidiary for its K-12 school learning initiative - MindChampion Learning Systems Limited (MLSL), provides futuristic NIIT nGuru range of learning solutions for schools comprising, interactive Classrooms with digital content, technology-driven Math Lab, IT Wizard programs and Quick School - an Education Resource Planning software. The Training.com learning platform is an NIIT initiative for advanced career programs, which are delivered live by industry experts in an immersive and interactive online mode, combining instructor-led classrooms with the convenience of accessing the training sessions from anywhere.

As the Most Trusted Training Brand in India for 5th year in a row (Brand Trust Report, 2017), NIIT's learning and talent development solutions, continue to receive widespread recognition globally. NIIT has been named among the Top 20 Training Outsourcing Companies for the past ten consecutive years by Training Industry, Inc. USA. Further, leading Indian ICT journal Dataquest has conferred upon NIIT the 'Top Training Company' award successively for the past 20 years, since the inception of this category. NIIT has also been featured as the 'Most Respected Education Company' - 2016 by leading financial magazine, Business World. NIIT.tv – a disruptive innovation by NIIT, won the prestigious award for 'Educational Technology, at the Indo-American Education Summit 2016.

About UP! Your Service

Uplifting Service Worldwide

UP! Your Service is a global service education and consulting company. The organization consists of a team of customer service experts who enable leaders and organizations to quickly improve service performance and make uplifting service culture a sustainable competitive advantage. The UP! Your Service methodology aligns and accelerates your activity in three areas: Service Leadership, Service Education, and the 12 Building Blocks of Service Culture. This proven approach creates an enabled, empowered, and action-oriented culture that consistently delights customers and colleagues.

With offices in Singapore and the United States, UP! Your Service experts serve a diverse clientele of forward-thinking businesses, associations and government agencies throughout the world.

UP Your Service's Vision is "A world where every person is educated and inspired to excel in service to others." And UP Your Service's Mission is "UP! Your Service enables organizations to quickly upgrade service performance and secure a sustainable advantage by building an uplifting service culture."