NIIT

Learning Administration

Optimize L&D administrative
process and cost

Content &
Curriculum

Learning
Administration

Learning
Delivery

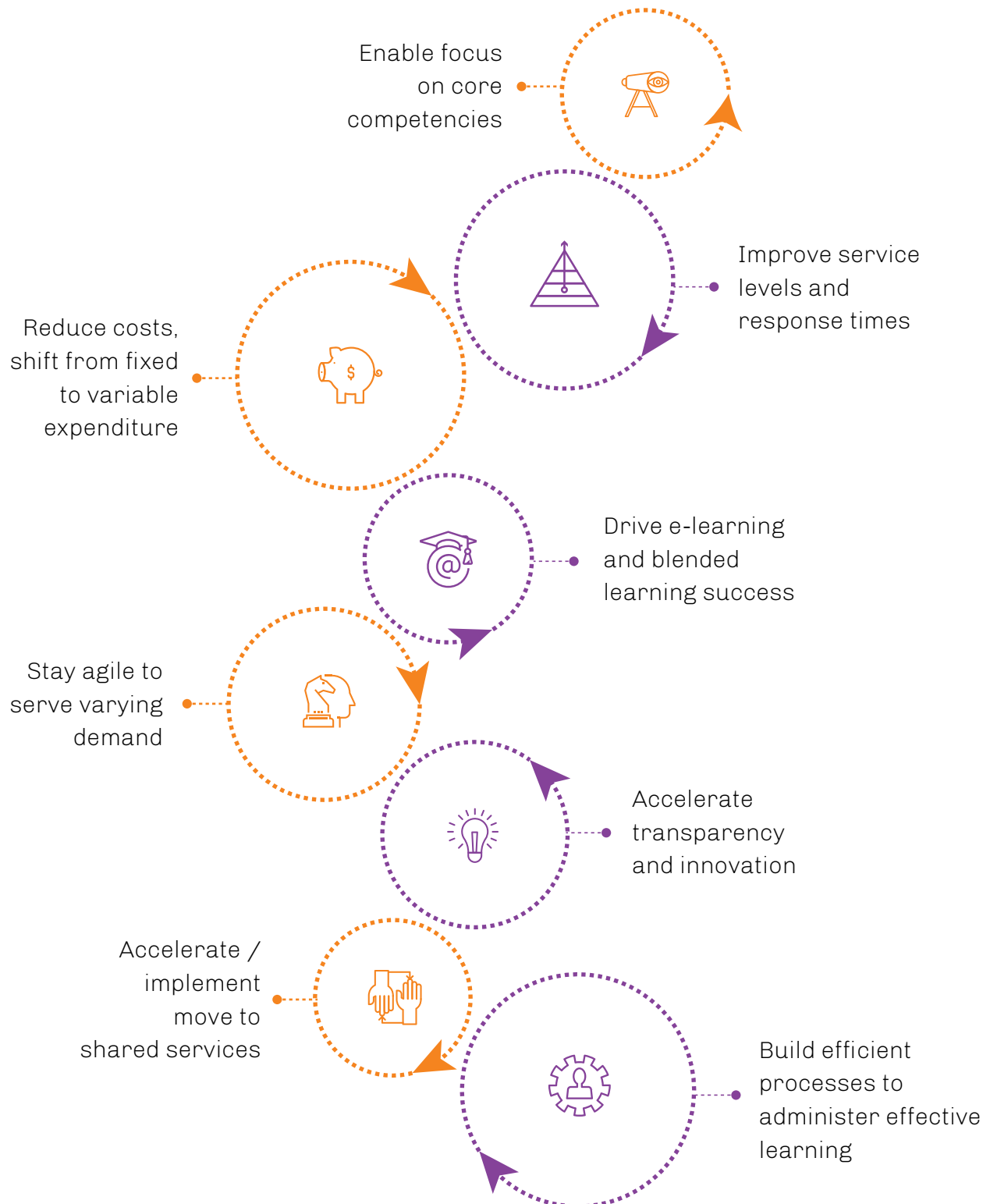Strategic
Sourcing

Learning
Technology

The efficient administration of learning activities is critical to the success of your L&D function and ultimately your business. NIIT's centralized approach to learning administration will enable you to increase quality, reduce cost, and accelerate innovation by restructuring administration.

Trust us to run your back office administration effctively and thus enable your L&D team to focus on strategizing learning to deliver what your business wants. We will help you realize tangible results to rationalize your organization's L&D spend by optimizing both the processes and costs of learning administration.

Effectiveness and Efficiency

Delivered by NIIT Learning Administration Services

Enable focus on core competencies

Improve service levels and response times

Reduce costs, shift from fixed to variable expenditure

Drive e-learning and blended learning success

Stay agile to serve varying demand

Accelerate transparency and innovation

Accelerate / implement move to shared services

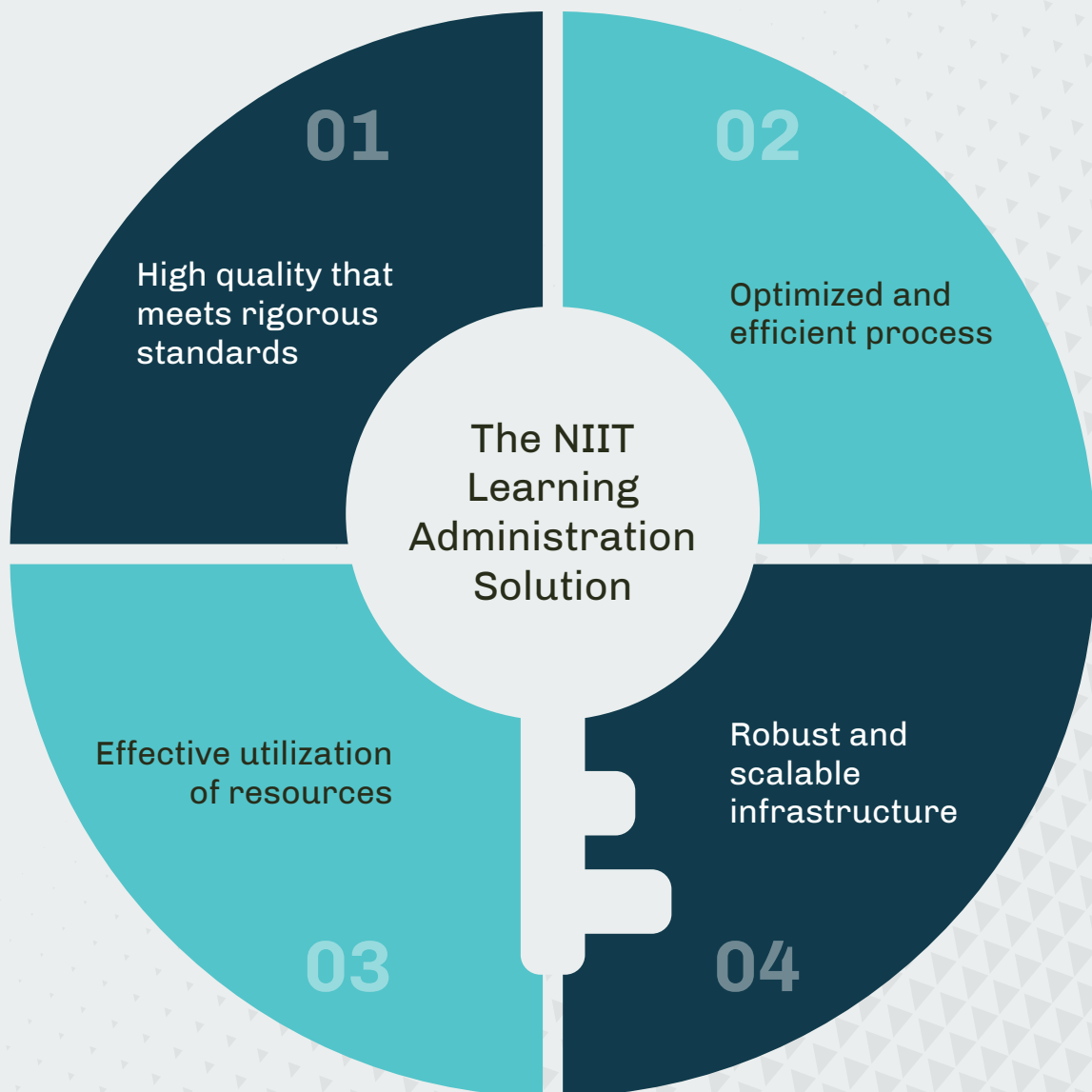Build efficient processes to administer effective learning

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.

Because of our scale, we are able to provide a robust managed service that ensures quality and cost effectiveness. Our service is based on a thoughtful approach to each of our four service layers that focus on the four key areas of learning administration – processes, resources, infrastructure, and quality.

01

High quality that meets rigorous standards

02

Optimized and efficient process

The NIIT Learning Administration Solution

03

Effective utilization of resources

04

Robust and scalable infrastructure

Comprehensive learning administration processes

Demand
Management

Catalog
Administration

Session
Management

Roster
Management

Instructor
Management

Facilities
Management

Materials
Management

Face-to-face
Delivery

Virtual
Delivery

Delivery
Follow-up

Vendor
Management

Business
Operations

Management
Reporting

Helpdesk

Process
Automation

Global unified service framework for Philips

Philips partnered with NIIT to provide a unified learning administration solution that services sixty countries at an optimal cost. NIIT implemented an end-to-end learning administration solution featuring a global learning administration system, a support team on call 24x5, a robust LMS integrated with multiple HR systems to deliver, track, and report learning results. The solution radically transformed the way learning was administered at Philips and reduced costs by 25% in the first year of operation.

Effectiveness

Reduced process overlap by 30%

Efficiency

Reduction of learning expenditures by 20-25% in first year of operation

Increasing effectiveness & efficiency

Managing over 75,000 instructor days per year

Average CSS Of 4.8 out of 5

Enabled via a state-of-the-art ticketing and workflow management system

99.8% of sessions are incident-free

25 years of experience in learning back office and training administration

NIIT

Atlanta | Bergen | Chicago | Dublin | Gurgaon | London | Malaga

Ontario | Rochester | Shanghai | Sheffield

For questions or comments please write to businessimpact@niit.com.