

NIT

Redefining Customer Education in A Disrupted World



Content &
Curriculum



Learning
Administration



Learning
Delivery



Strategic
Sourcing



Learning
Technology

An evolving, disrupted world

As education models evolve, and companies look to migrate to new business models such as XaaS, customer education organizations need to find sustainable ways to improve customer adoption and grow education services revenue. In a disrupted world, you need a partner who can help you navigate the complex state of customer education today and elevate customer success while preserving margins and growing profitability

“ Unfortunately, there is no crystal ball to predict the future, but all indications are that the mass migration to XaaS models will continue, and that things will remain a bit off-kilter until stabilization and a 'new normal' are established. Until then, ES needs to remain resilient, agile, and creative in its pursuit of the ultimate education services organization. ”

TSIA - State of Education Services 2018





A Partner you can Trust

NIIT started out as a technology training and education company more than 36 years ago. Because we have our roots in technology education, it is ingrained in our DNA. We understand the importance of customer education to drive technology adoption in a world that is constantly on the lookout for the “next big thing”. A customer education and partner enablement partnership with NIIT will lead to reduced costs and significantly improved adoption and customer service.



Increase Profitability

With a variety of ever-changing business models from free education bundles to partially or fully paid subscriptions, it is important for customer education to not only deliver results but also be profitable. Whatever the case may be, NIIT will partner with you to increase profitability and maximize revenue for your education business.

Elevate Customer Success

The success of any technology depends on the customers who use it. With NIIT's wide-ranging customer education services, we deliver not just customer engagement, but also make education a direct contributor to customer success. We believe in strong relationships and work in partnership to deliver high quality to our technology customers, and with significant savings in costs and resources.

Expand Scale

With our comprehensive suite of managed training services that span 40 countries, we can design, develop and deliver virtually any technology, customer education service, or solution, customized to the needs of the technology, audience, geographic distribution, regional requirements, and scale.



Improve Margins

NIIT offers a range of partnering options and solutions - from simple arrangements that augment your existing teams to comprehensive partnerships where we become fully accountable and responsible for all delivery and operations and deliver an OPEX neutral education business to our clients with assured margins.



Maximize Adoption

With the acquisition of Eagle Productivity Solutions, NIIT has strengthened its expertise to deliver the highest levels of end user adoption for any technology. We measure our results in terms of user adoption, and guarantee that 90 percent of the people we train will use—and feel comfortable using—a new tool or process the day after training.

Strengthen Operations

NIIT can tailor operations to a variety of business models from cost center to cost-recovery center or revenue/profit center. Whatever the approach, our focus is always on delivering the highest levels of service and operational excellence to our customers and their extended ecosystem.



21.5K+

Days of worldwide training for one of the world's leading Open Source software companies covering 5,800+ events each year for over 27,000 students across approximately 80 cities in 3 continents and 7 languages.

100%

Volume in training supported by NIIT's onsite and remote learning administration globally in English, French, Spanish, Portuguese and German for one of the world's largest telecom companies across all portfolios for over 1 million customers and partners.

40%

Improved Profitability for education services in nine countries across Europe including Austria, Belgium, France, Germany, Ireland, Italy, Spain, The Netherlands and UK for an American multinational technology company specializing in data storage and information security.



500+

VILT sessions supported every month by NIIT's 24x5 training administration support desk with multi-lingual capabilities to provide a consistent learner experience and scalability for a leading global enterprise applications company with over 350,000 customers.

100%

Trainer utilization and an effective training delivery model have ensured high margins, greater product adoption and expanded skills for customers, employees and partners at Hitachi Vantara. NIIT delivers a majority of co-provider training days with a consistent customer satisfaction score of 5 on 5 with an association that spans over 15 years.

20+

Years of partnership with CA Technologies - NIIT delivers high-end enterprise management and security training for CA including the award-winning CA Mainframe Academy program for Certified Mainframe Professionals. The efficient and effective blended learning combines ILT, VILT, WBT, blogs and forums to deliver an award-winning real world and project-based curriculum.



Comprehensive Services for Technology Companies



Training Delivery

With a robust team of over 2,500 trainers across 40 countries, we have over three and half decades of experience in delivering training globally. Our state-of-the-art operating model allows refactoring of roles and encourages cross-skilling to sustain a flexible capacity of trainers. This also ensures high efficiencies through optimum trainer utilization and cost of delivery. We operate at a flexible scale allowing for volume fluctuations without affecting margins.

Content Development

Our flagship capability and service is content development and curriculum design. Our award-winning methodology, Critical Mistake Analysis (CMA), evolved from extensive research at Northwestern University and helps stakeholders align training with tangible business impact. We deploy advanced technology and techniques like gamification, virtual and augmented reality to design cutting-edge immersive learning experiences coupled with sound pedagogy.

Training Administration


NIIT has over 25 years of experience in the management and administration of the learning process. Built on best practices, our Learning Administration service is 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, a foolproof automated process and a scalable, flexible model to deliver noise-free operations.

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.

Learning Technology

NIIT's premier, on-demand, cloud-based learning management system (LMS) is a full-featured, fully hosted application that can be configured to meet a variety of business needs. 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.

Training Delivery	Content Development	Training Administration	Technology
 <p>Instruction Classroom</p> <hr/> <p>Support Instructor</p> <hr/> <p>Development Instructor</p> <hr/> <p>Recruitment Facilities</p> <hr/> <p>Virtual Labs</p>	 <p>Instructional Design</p> <hr/> <p>Content Development</p> <hr/> <p>Content Updates</p> <hr/> <p>Portfolio Management</p>	 <p>Full Learning Back Office Support (Order to Cash)</p> <hr/> <p>Enrollment, Registration, Scheduling</p> <hr/> <p>Marketing & Communication</p>	 <p>Extended Enterprise LMS</p> <hr/> <p>LMS/LCMS Management</p> <hr/> <p>Delivery Platform Management</p> <hr/> <p>Authoring Systems</p> <hr/> <p>Technology Integration</p>





NIIT at a Glance



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Among the top 3 global learning outsourcing companies



36

Years of experience. Established in 1981.



18K+

hours of custom programs developed annually



150K

Training Days delivered annually



40+

Global Training Delivery in over 40 countries



130+

Honors and Awards



2.5K

Global Network of 2.5K Instructors



#1

in Quality-SEI CMM Level 5 and ISO certified



25

Localization in 25 languages



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Ontario | Rochester | Shanghai | Sheffield

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