NIIT

Learning Delivery

Delivering Learning with
Excellence at Scale

In a new world where new content modalities are transforming how employees consume learning, having large in-house teams of trainers and facilitators leads to high fixed costs with low instructor utilization. This model limits not just flex capacity to handle peak demand, it also impacts the adoption of new content delivery modalities. You need a partner who can take on your challenges of scalability and reach while minimizing fixed costs and maximizing trainer utilization.

At NIIT, we develop armies of trainers so that you don't have to. Our scalable and efficient learning delivery service targets key challenges head on:

SCALABILITY AND REACH

The need to deliver training when and where it is required puts classroom training on the back foot.

TRAINER UTILIZATION

L&D organizations have armies of trainers who are not fully utilized for their expertise. Upskilling and providing a career growth path for them is also a deeper talent management challenge.

FIXED COSTS

Justifying direct fixed costs is an annual battle that costs productive time and energy.

NIIT helps you transform global training delivery from an unmanageable moving target into an efficient, agile, scalable-on-demand process that delivers a truly "glocal" experience offering your teams regional flexibility at a global scale. With global and collaborative hubs for better scalability and on-demand capabilities, NIIT's training delivery model is powered by a network of over 2,500 instructors and a best-in-class partner network. This gives your teams access to a wider curriculum portfolio, with an agile pool of facilitators with consistent facilitation across all markets.

As training needs ebb and flow, expensive full-time, in-house training resources can go unused for extended periods. At NIIT, we help you enhance subject matter expertise through a custom-built, dedicated team of trainers using over 30 years of global instructor sourcing and delivery management expertise. With dedicated master trainers for competence management, we upskill and certify the trainer pool to ensure 100% trainer cross-skilling and utilization.

We know that trainers with proprietary knowledge are essential to your business. However, over the course of a fiscal year, the fixed costs of managing and maintaining your in-house team of trainers can be high. At NIIT, we have a seamless process to help you retain and enhance the quality of trainers by rebadging them to ensure retention of proprietary knowledge and continuity. We refactor roles, extend cross-skilling and remove administrative and operational tasks from trainers so you get the most out of your training budget. With our hybrid training delivery models, you get the benefit of both virtual and blended training modalities that deliver the same learning experience and outcomes at a fraction of the cost.

2500 Instructors

Our worldwide network of over 2,500 instructors and a best-in-class partner network help us provide unmatched global scale with regional flexibility.

30 Countries

We provide a comprehensive global delivery model from classroom based training to virtual instructor led training. Our wide- range of services includes certifications and multilingual support in 15 languages.

Wherever in the world you may be, chances are, an NIIT Trainer is not far away.
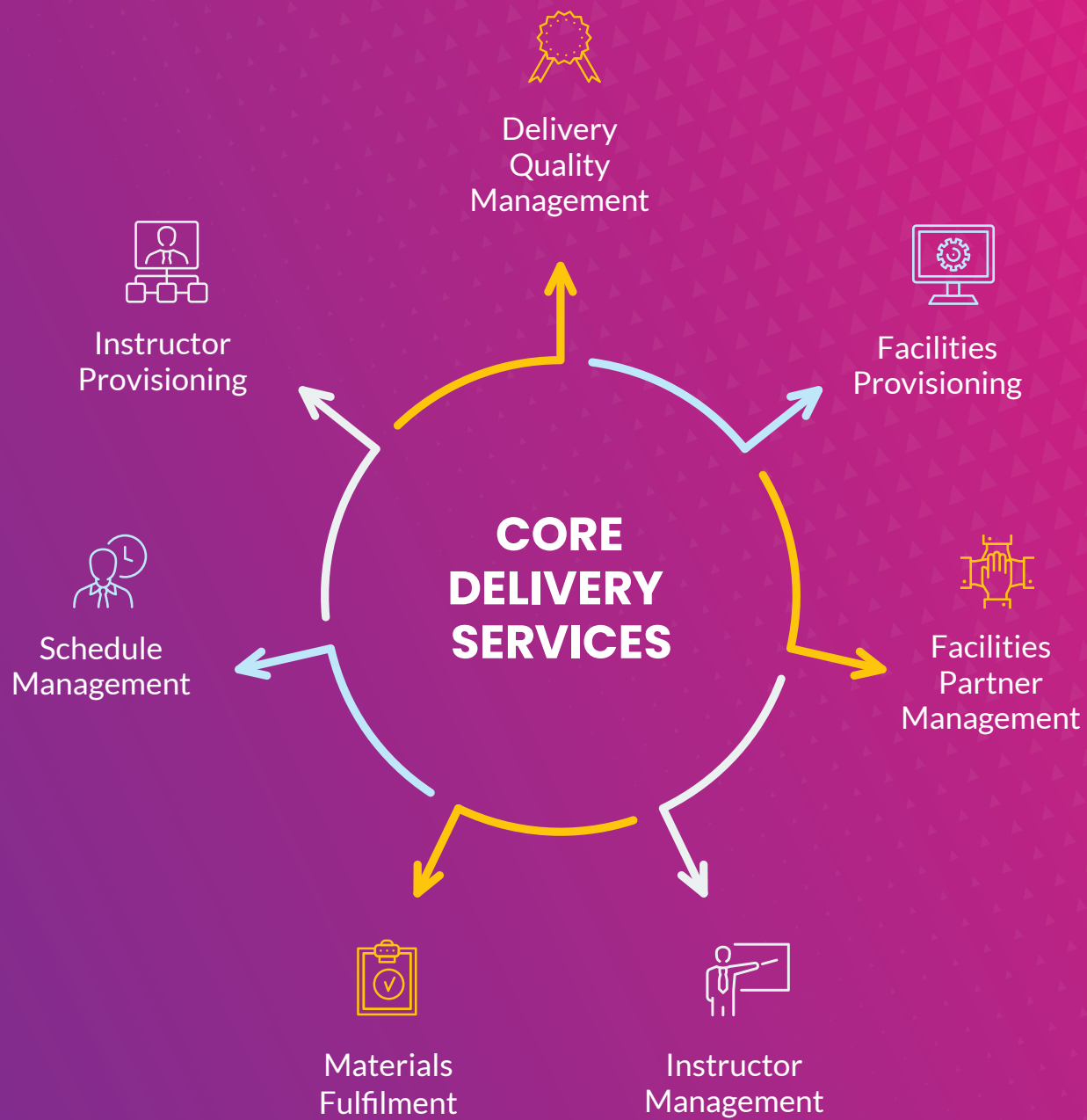
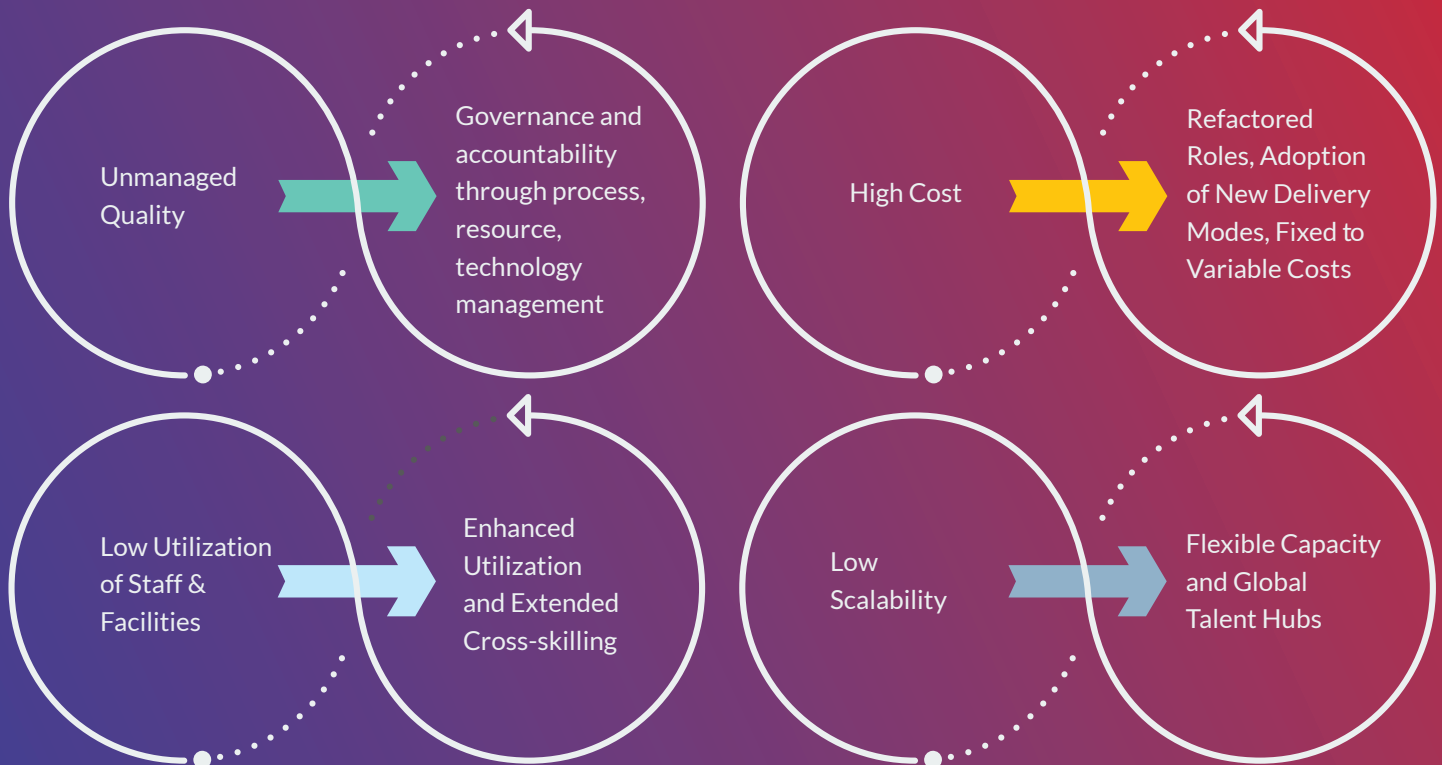## 4.6 Feedback

Our average trainer feedback is 4.6 on 5.0.

1,50,000 Days

With over 150,000 days of training delivered annually, we refactor roles and extend cross-skilling to enhance utilization and create a flexible capacity at reduced costs without compromising on quality.

CORE DELIVERY SERVICES

- Delivery Quality Management
- Facilities Provisioning
- Facilities Partner Management
- Instructor Management
- Materials Fulfilment
- Schedule Management
- Instructor Provisioning

Learning Delivery
Transformation

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Unmanaged Quality → Governance and accountability through process, resource, technology management

High Cost → Refactored Roles, Adoption of New Delivery Modes, Fixed to Variable Costs

Low Utilization of Staff & Facilities → Enhanced Utilization and Extended Cross-skilling

Low Scalability → Flexible Capacity and Global Talent Hubs

Transformation Story:

Collaborative Agency Transformative Model

The largest publicly held personal lines property and casualty insurance company in America had revamped one of its product line and an innovative training solution was required to rollout the updated offering and technology to its agents across the country. An agency transformational model was collaboratively developed in partnership with NIIT to rollout the revamped business insurance product line. This involved a consultative approach by conducting pre-training interviews and surveys with each agency to customize training. This innovative solution has helped in significant increase in revenue and sales for the company as well as improvement in productivity of agents:

• **52.87%** trained agents reported an increase in premium - 14.84% more than their untrained peers in the first quarter of the post-training period

• **9.88%** increase in weekly average quotes generated by trained agents - 20.84% more than untrained agents in the first quarter of the post training period

NIIT's greatest strength is to focus on partnering with our clients to drive value in a rapidly evolving market

Global scale and expansive capability

Dedicated and tailored to customer needs

Comprehensive, high quality service offering

Dramatic reduction in costs

Proven processes and methodologies

Accelerated adoption of new delivery modes

Technology-driven innovation

Optimized delivery management overheads

2500	**0.5 M**	**4.6**	**150k**	**24**
Strong Trainer Network	Million Learners Served	Average Trainer Score	Annual Training Days	Languages Supported

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