



Managed Learning Services - how can we help?

Background

Managed learning service (MLS) contracts are on the rise, and many L&D departments are looking to outsource their administrative overhead and gain strategic strength by partnering with specialist L&D and HR organisations.

Why use them?

Providers can use managed learning services to truly maximise their customer relationships. MLS offers the opportunity to provide strategic advice, and to align customers' organisational goals with all elements of their HR, recruitment, talent and L&D frameworks.

What are the challenges?

Managed service providers aim to offer innovation and a deep understanding of the customer requirements. The complex reality though, is a story of taking on the overhead burden of third party course brokering, catalogue management, customers, instructors, event offerings, as well as demand planning and training needs analysis, all of which can mean offering any real strategic difference is beyond reach.

Plus...if customers are under increased pressure themselves to gain efficiencies, save money and prove ROI for their L&D departments, these goals only become more challenging.

How does an MLS work?

Managed learning services are usually structured in a three tier model:

3 Strategic - aligning learning to organisational tools, recruitment and HR, performance and talent management...and aiming at a fully aligned ROI.

2 Tactical - sourcing and managing third party suppliers, implementing quality control, managing internal courses and resources, controlling finances, building business intelligence reports.

1 Administrative - managing bookings, providing a portal, and offering discounts, delivery, and spend reporting.

So...

How can we help?

Our cloud based Managed Service Support software will allow you to reduce outsourced admin, broker and manage suppliers and internal resources, deal with complex cross charging, interrogate all reporting data, and support proactivity in your MLS accounts....

Leaving you time to provide exceptional service and advice to all areas of the HR function.