

Learning Administration Cost Containment in these Uncertain Times



Conduent Learning can help

Our Learning Administration Services consist of several functions to provide a complete client solution.

Each piece plays a vital role in the success of your learning operations while at the same time, eliminating overhead both in direct costs and personnel.

- LMS Administration
- 24/7 Learner Support
- Event Planning and Logistics Management
- Instructor Resourcing and On-site Facilitation
- Experienced vILT and Producer Staff
- Scheduling Services
- Standard Performance Reporting

Find out more.

For additional information, please contact us:

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Prior to the COVID-19 outbreak, the 2019 Training Industry Report indicated training outsourcing expenditures were down from 2018 and that many companies planned to outsource less in 2020. Maybe it's time to reconsider.

With the current cost containment pressure on most organizations to do more with less, we believe it's a good time to look at how leaders can cut L&D costs without negatively impacting your workforce development. Our Conduent Learning Services team is uniquely qualified to help clients identify, manage, and reduce their learning expenses to deliver long-term ROI and business impact.

Conduent Learning Administration System

Our proprietary Conduent Learning Administration System's robotic process automation can be programmed to interact with any client owned system or third-party platform. It can perform any action that can be mapped in a process—from input to output. It can enter/extract data from systems, prepare communications, send emails, or read documents (PDFs).

- Can process transactions from 10x to more than 100x faster than humans. It allows us to handle volume peaks with no impact on lead-time or quality.
- Can take over the entire process or a percentage of it and work together with Training Administrators.
- Can add updates and improvements anytime as improvements and client requests.
- Can skip and report any exception encountered, once programmed. Transactions are not completed if risk is identified.
- Can take the repetitive tasks, so Training Administrators can focus on tasks involving client communication, decision making, analysis, and synthesis.

Our Learning Administration services team can help manage your total cost of ownership (TCO) while ensuring workforce learning continues at the same or better pace than before. In times of economic uncertainty, the need for learning administration and RPA services continues to grow in today's digital age. Let us help reduce your L&D costs, achieve the long-term impacts, and transform your organization to help you do more with less.

Realize the Benefits

- Automated Certificate Creation and distribution to employees: Able to generate and send 240 individually tailored certificates in 1 hour. Savings: 8 FTEs per year.
- Automation of Participant Invitation process: Mapping of approximately 40 templates with variations based on location, language, session type, individualized delivery data information (contact persons, maps, site instruction details). Savings: 4 FTEs per year.
- Evaluation Processing: Following the session, all paper evaluations filled by the learners are scanned and sent to Autobot. Savings: 5 FTEs per year.