

Key Clients in 2011:

Altria, Allstate, Autodesk, Boston Scientific, Business Objects, Corporate Associates, The Chubb Institute, Cisco, Colgate, Columbia University, Dell, DeVry University, Ford, Hitachi, KFC, and Sears.

Services provided:

Learning content

- Curriculum design
- Content development

Learning administration

- Operations and management

Learning technology

- Development, administration, and management

Learning delivery

- Operations, management, and global sourcing

Learning management services

Virtual labs

Student retention services

Strategic assessments

Demand generations services

Most important metrics: N/A

4. TrainingFolks

Web site: www.TrainingFolks.com

TrainingFolks is a global provider of custom learning solutions, consulting, and contingent workforce services. Combining adult learning experience with a proven engagement methodology that includes a talented network of learning professionals, TrainingFolks collaborates with our clients to implement change.

No. of candidates trained in 2011: 210,000

Key clients in 2011: N/A

Services provided:

- Contract learning professionals
- Custom learning solutions
- Custom eLearning development
- Learning consulting solutions

Most important metrics:

- Customer satisfaction measures
- Business impact measures
- Utilization rates of consultants

5. GP Strategies Corporation

Web site: www.gpstrategies.com

GP Strategies is an international performance improvement company delivering workforce training and development. Our experience includes custom content development, program delivery, and the administration and logistics of learning across the globe. GP Strategies also partners with clients to support business transformation initiatives focusing on the workforce. Today, GP Strategies has more than 2,400 employees providing full-scale management of training for Fortune 500 companies and government agencies, with processes and systems that are unparalleled in the training industry.

No. of employees trained in 2011: More than 1,000,000

Key clients in 2011: N/A

Services provided:

Learning technology management (LMS, LCMS, portals, other learning technologies)

- Needs assessment
- Evaluation and selection
- Integration, configuration, and maintenance
- Hosting
- Help desk

Curriculum management

- Custom training, content design, and development (all media, blended learning)

- Training content evaluation, selection and sourcing

- Vendor management
- Course/program management

Operations

- Training administration and logistics
- Tuition assistance program management
- Instructor resource management
- Training delivery
- Call center

Measurement and reporting

- Learning analytics
- Activity, financial and performance reporting
- Key performance indicators
- Service level agreements

Leadership development

- Assessment
- Program design, development, and deployment

Most important metrics:

- Quality
- Delivery
- Cost
- Customer satisfaction