



Managed Learning Services Proposal



About Us

OutsideIn HR is partnering with Hemsley Fraser to deliver managed Learning Services (MLS) to your organisation



hemsleyfraser



<https://www.forbesafrica.com/woman/2019/03/11/the-businesses-of-the-future-20-new-wealth-creators-on-the-african-continent/4/>

<https://www.hemsleyfraser.com/news/engaging-learning-hub-wins-global-accolade-hat-trick-awards>

Our glocal scale

- **International presence**, dual headquartered in UK & US
- **35,000** clients worldwide
- Network of over **1,000** associates
- Delivery in **90 countries** & over **70 languages**, with digital content in **10 languages**
- **Global delivery** infrastructure & experience, including global MLS service centers



Our glocal scale



- Africa presence based out of **Nigeria**, service provider for firms headquartered in Sweden, Israel, Romania, US, UK
- **Multinational and huge national corporate** clients
- Network across Africa (Egypt/Ghana/Kenya/South Africa)
- **West/East/North/South Africa delivery infrastructure & experience**



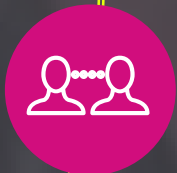
What support do we provide?



Consulting – from learning strategy to full OD



Platform management - creating engagement across your business



Learning design & delivery (over 250 topics), from first line managers to C-suite & Executive development & coaching, globally




Full managed learning services support – learning management, supplier sourcing, expert consultancy



Our approach


The HemsleyFraser belief is that the most successful learning programmes don't happen in isolation... but **'excite, engage, embed'** learning to ensure maximum relevance & impact....



Stimulating awareness & interest - stakeholder messaging, videos, self-assessment, internal communications...



Creating impactful face-to-face, virtual, digital & blended learning – whatever the topic or aim, we partner with you to achieve impact & engagement.



Keeping the momentum is key to impact & ROI - action learning, coaching, Fluidbooks, social & peer networking...

....coupled with the glocalization & future of work offerings approach by OutsideIn HR, this makes it a fit for your organisation



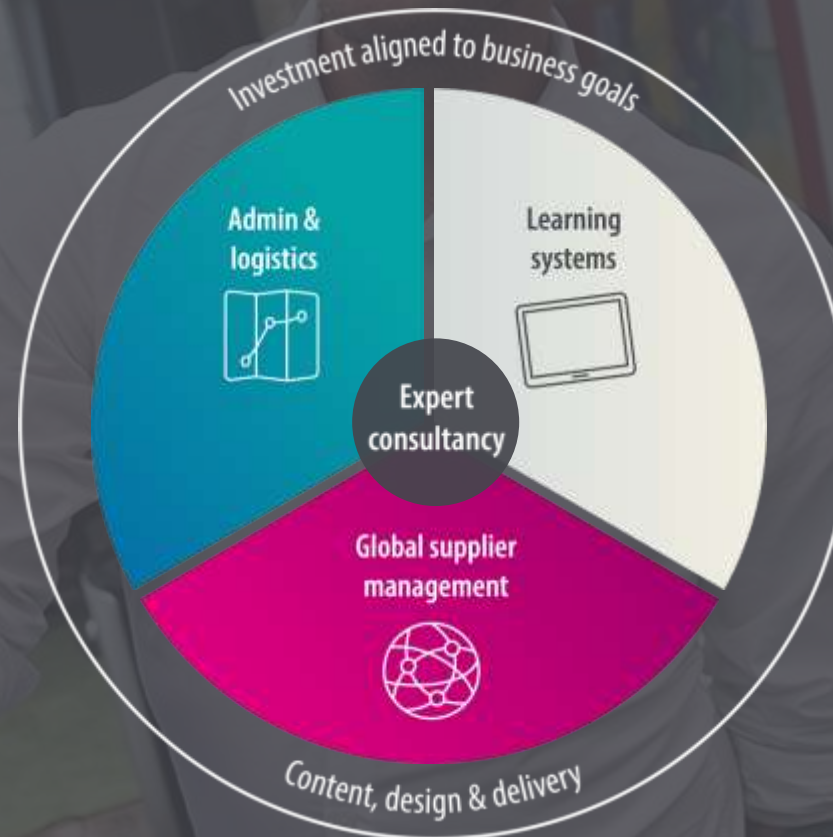
Global managed services model

Admin & logistics

- Training administration & learner support service
- Dedicated project teams (on- & off-site)
- 24/7 service
- Multi-site/geography service
- Classroom & blended learning support
- Visa provision
- Cost reduction, budget & efficiency management

Global supplier management

- Supplier network, sourcing & selection
- Supplier rationalization
- Performance management
- Invoice management
- Cost reduction guarantees



Learning systems

- Access & support to HF Core
- Creation of your own digital hub
- Integration/consolidation of learning technologies
- Integration or interface with client systems
- Full on-line services
- Rapid configuration

Expert consultancy

- Learning & engagement expertise
- Aligning spend to the strategic aims of the business
- Metrics & ROI
- Bespoke solution design to meet business needs - Face-to-face, digital, virtual and blended learning & engagement

cost models – pros and cons

We operate a number of cost models and will work with you to recommend the one most suited to your business at this stage. We have clients who have moved between these models as we grow in understanding about their business and its needs and, based on the insights we are able to provide by collecting and analysing data during the first 6-12 months of service delivery, we are able to recommend the best model for each client:

Model type	Pros	Cons	Comments
<p>Option 1 - Fixed fee – the fixed fee model is where there is an annual fee agreed upfront based on agreed volumes of activity. We amortise the fee and charge in 12 equal amounts</p>	<ul style="list-style-type: none"> • Ability to manage cash flow and budget cost of service annually • No visibility of individual transactions supports compliance to managed learning service model • Reporting enables easy cross-charging internally • Receive 100% of savings negotiated on your behalf 	<ul style="list-style-type: none"> • Need to have confidence of spend data upfront • May pay more some months than volume of business requires - usually balances out with higher volume months 	<ul style="list-style-type: none"> • The fixed fee model enables you to know what the annual cost of the service will be. • We can build in discounts when specific volumes of transactions are met and/or where you chose to buy additional services from us to demonstrate value for money through cost reduction as spend increases.

cost models – pros and cons

Model type	Pros	Cons	Comments
<p>Option 2 - Fixed & Variable – there is a centralised fixed fee and then different transaction types which will be agreed during scoping</p>	<ul style="list-style-type: none"> Contract management element is fixed based on agreed volumes Only pay for transactions managed Receive 100% of savings negotiated on your behalf 	<ul style="list-style-type: none"> If volume is higher or lower than agreed, fixed fee will need to change to ensure team is right-sized Monthly fee will vary 	<ul style="list-style-type: none"> This is a good option where there is a central budget to pay for the fixed fee. The business is charged per transaction and all savings are visible to the client.
<p>Option 3 – Variable transaction fee</p>	<ul style="list-style-type: none"> Different transactions for different activity types Good where there is no central L & D budget and the business is charged for the service Only pay for transactions managed Receive 100% of savings negotiated on client's behalf 	<ul style="list-style-type: none"> There can be multiple transaction types which makes the service seem complicated Can reduce scope for driving efficiencies on a larger scale Monthly fee will vary 	<ul style="list-style-type: none"> This is a good option where there is no central budget to pay for the fixed fee. The business is charged per transaction and all savings are visible to the client.
<p>Option 4 - % of spend - in this model, the higher the spend, the lower the % fee as greater economies of scale are achievable.</p>	<ul style="list-style-type: none"> Higher volume allows greater economies of scale It resonates with clients when we show the % cost of service vs % savings where we are confident that the opportunity to make savings is qualified and the latter is higher. Receive 100% of savings negotiated on your behalf 	<ul style="list-style-type: none"> Periodic reconciliation could result in additional invoices being raised 	<ul style="list-style-type: none"> Need to be quite clear that that the resourcing model and therefore % costs will be based on an agreed annual spend +/- 10%. The % fee is agreed at the start of the contract and is charged in equal monthly amounts and does not fluctuate with the ebb and flow of activity.

quality & value through managed learning services



QUALITY

First class user experience, ensuring quality, capability & performance across the service and supply chain

A

EFFICIENCY

Implementing SLAs, KPIs, providing MI & analysis that helps drive business decisions

B

COST

Improved cost visibility, transparency of discounts - achieving value for money

C

GLOBAL REACH

Future proof service providing global capability and local delivery through centralised governance

D



We work as trusted learning partner to fully understand your business needs, & those of your learners, translating that into a deliverable learning strategy. After 24 years in learning, we know a thing or two about learning management. That's why we're recognised as a Top 20 worldwide Training Outsourcing provider, year after year.

client

success & loyalty



Relationship

Since 1997

Engagement

- Booking agent service
- Training services outsourcing
- Delegate system provision
- Management information reporting
- Multi-level evaluation

Impact

- Minimisation of administration burden
- Supply chain leadership

Reach

- 1000 employees supported originally (now 3000)
- 630 training events per annum

Relationship

Since 2014

Engagement

- Master vendor for non-technical e.g. leadership
- Vendor neutral for technical/professional/H&S
- End to end training and delegate management
- Faculty & curriculum provision
- Supplier sourcing and management
- Budget control and reporting
- Digital asset integration with LMS

Impact

- 31% savings achieved versus RRP 2015-16
- 89% of delegates scored HF delivery as very good or excellent 2015-16

Reach

- 3000 employees
- 1100 training events per annum

Relationship

Since 2011

Engagement

- Supply chain rationalisation
- Training services outsourcing
- Faculty management
- Open/in company ratio 70:30 (H&S = 60%)
- Recertification management
- Consolidated invoicing split by 2 functions

Impact

- Savings of 19% against RRP
- Improved supply chain – YoY economies of scale achieved

Reach

- 12000 employees
- 2400 training events delivered per annum
- 7000 delegates trained

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