



"Training is critical to most businesses, but it's not the business most companies are in."

Most of us have heard of outsourcing or BPO (Business Process Outsourcing). No longer considered a mere trend but a core business strategy, the key driver of outsourcing is competition as companies strive to maximise their competitive advantage by focusing on their core competences/business. In particular, training outsourcing (*defined by IDC as the ongoing transfer of the management and execution of one or more complete training processes to an external services provider*) has seen tremendous growth in the US and Europe where there is widespread acceptance that training and development is so critical in today's knowledge-based economy that it should not be left to chance. Some of the key processes that may be outsourced are:

- ✓ Training technology and infrastructure
- ✓ Training administration and operations
- ✓ Content design, development and delivery
- ✓ Strategic training operations

Like any form of outsourcing, training outsourcing engagements exist on a spectrum ranging from:

- *Out-tasking*, where limited or specific training tasks are outsourced; to
- *Selective outsourcing*, where selected processes and activities are outsourced; to
- *Comprehensive outsourcing or BPO engagements*, where the entire training function or value chain is outsourced.

Some of the benefits of outsourcing, including training outsourcing, are that it:

1. Reduces implementation, operational and staff costs
2. Frees up/reallocates valuable resources
3. Enables focus on core business/competencies
4. Increases business effectiveness

Interestingly, training outsourcing is no longer just deployed for employee training. Various recent US reports have already identified customer training as outsourcing's hottest trend.

For enquiries on training outsourcing on any scale, contact us at customerservice@intellitrain.biz.