



expertise in action™



## ACS Named to the Magazine's "Baker's Dozen in Learning" for the Fourth Year in a Row

When *HRO Today* magazine surveyed the learning industry last year, integration with talent management was all the buzz among providers. Today, it's all about cost savings. As Editor in Chief Andy Teng states, "What a difference a year makes."

Recently named among *HRO Today's* "Baker's Dozen in Learning" for the fourth year in a row, ACS Learning Services points to its relationship with Energy East as an example of how outsourcing can be used as a strategic business lever to add value while reducing cost.

A company whose cultural beliefs are based on outsourcing all non-core services, Energy East didn't have a formal learning program until it began outsourcing, explained Sheri Lamoureux, executive director of HR services, in this month's cover story. Since engaging ACS to help with its professional skills training (training related to IT and health and safety are managed internally), Energy East has seen marked improvements in its learning metrics, including training hours and attendance. More important, Lamoureux said the company can now focus on tying effectiveness of learning to outcomes. "We will have the ability to focus on appropriate training courses and more effectively measure the results," said Lamoureux. "If those courses aren't moving the person [trainee] forward, we can better evaluate and make adjustments."

"The fact that we're included on this list, and that we and one of our clients — Energy East — is featured in the cover story of this month's *HRO Today*, draws attention to the depth and breadth of our HRO and LPO capabilities and to the quality of our people who work hard on behalf of our many clients," stated Richard Klingshirn, Executive Managing Director of Learning Services.

One way ACS has worked with customers to capture savings quickly is to offer a lift-and-shift model, in which the provider takes over the learning activities of the client. Through economies of scale, ACS can deliver cost savings quickly. Then, during a six- to 12-month period, it can also transform the client's learning function to further gain efficiencies. Klingshirn said this approach provides a path to immediate savings while transformation is underway.

ACS Learning Services helps competitive organizations increase the effectiveness of their people while addressing the cost pressures that are a reality during challenging economic conditions. ACS' services span the entire learning

value chain, from learning strategy and assessment to content and curriculum development, learning administration and logistics services, technology, managed services and learning operations. ACS has more than 1,000 learning content designers and human capital management consultants in over 130 countries who bring expertise and measurable results to our clients. Our extended global footprint and our broad capability in designing and developing over 6,000 hours of custom learning, supporting 10,000 class hours and managing 2.2 million CPE hours each year, differentiate us as a leader in depth, breadth and scalability in today's learning BPO marketplace.

ACS clients include American Express, BP, Beckman Coulter, CalPERS, Canon U.S.A., Credit Suisse, Delta Airlines, Energy East, Ernst & Young, Fannie Mae, GM Europe, GlaxoSmithKline, Hertz, Kraft Foods, Océ Technologies, Siemens, Turner Construction, Toyota and many others.

For more information on ACS Learning Services, contact [lyn.maize@acs-inc.com](mailto:lyn.maize@acs-inc.com) or go to [www.acs-inc.com/learning](http://www.acs-inc.com/learning)