



RWD Managed Learning Services

For the Next Generation of Business, A New Standard of Human Performance

For companies seeking to raise workplace performance in the 21st century, the challenges have never been greater. In a competitive, knowledge-based global economy, they must employ a range of increasingly complex applications requiring specific implementation and training solutions. At the same time, with over 70 million baby boomers set to retire over the next decade, companies are facing a huge drain in talent and knowledge that must be replaced quickly.

In an effort to keep pace with these issues, many businesses have created broad-based internal training initiatives. But with \$80 billion spent annually on staff salaries and internal development costs, many companies are reassessing these programs in terms of their questionable ROI as well as best use of resources or capabilities.

Managed Learning Services (MLS) from RWD Technologies answers this pressing need for an integrated, effective, and strategic approach to talent management and human performance development. Through a flexible, blended system of services, processes, and methodologies, MLS offers a proven and cost-effective managed services model to develop and implement your learning and performance initiatives. What's more, MLS can be easily scaled to manage entire outsourced programs or selective outsourcing solutions.



Optimize your workforce assets. Streamline and enhance your learning and performance initiatives. Gain essential strategic insight to guide future growth. All in one powerful, proven outsourced program that's scaled to you: Managed Learning Services from RWD.



Manage
The
Change



Smarter from the Start: the MLS Advantage

A key advantage of implementing MLS at your company starts with RWD Technologies itself. For the last two decades, we have built an international reputation as a leading provider of human and operational performance improvement solutions — not as a sideline, but as a core competency. Overall, our insight into the needs of learners, our expertise with today's top technology platforms, solid governance policies and proven transition techniques allow us to develop and deliver the best, customized performance management solutions for your company.

Today, we continue to build upon these innovative capabilities with MLS. Through our world-wide presence and multicultural skills, we can support your enterprise globally. And strategically —by integrating our experience with your corporate structure, RWD can help you deploy a comprehensive human performance program that enhances workforce effectiveness and business operations.

No one solution fits all. That's why we've designed MLS to be scalable to the scope of your needs. With our deep understanding of your workforce needs, we can create custom services to boost employees' performance in ways that directly relate to their job roles. One of the key factors to our success is a thorough understanding of your learner population and their requirements as a basis for building the solution.

As important, your strategic partnership with RWD gives access to our unique portfolio of innovative tools, including RWD uPerform®, a comprehensive performance support solution that allows your staff to collaboratively create, store and manage application simulations and procedural documentation. With RWD uPerform®, you can efficiently distribute content to a dispersed workforce, while providing employees with contextual, on-the-job support.

Key Benefits

For Solutions that Perform, the Choice is RWD

- A proven leader in enterprise-level human performance and managed learning solutions for more than two decades.
- A history of success with many of today's top global companies through multi-year processes.
- Scalable resources that meet your specific scope of need.
- High integrity in managing all proprietary information.
- Reliable project management protocols that build predictability into all stages of a project lifecycle.
- Sound governance process through trackable reviews, communications, and measurable goals.
- Performance improvement strategies that pinpoint performance shortfalls and causes.
- Expert background in transition and change management planning and implementation.
- Robust measurement and reporting protocols to support service level agreements and key performance indicators.

Success Defined: MLS at a Glance

RWD's Managed Learning Services blend four powerful capabilities:

- **Strategic Planning and Business Optimization.** As your long-term strategic partner, RWD can help your company realize greater ROI by creating new revenue streams and mapping your business goals to specific solutions.
- **Custom Content Development.** In understanding the specific qualities of your learner populations, RWD MLS can develop the most appropriate content that fits their work environment and needs.
- **Instruction.** RWD MLS offers a blending environment of traditional classroom, virtual, and collaborative learning, with the option of on-the-job training.
- **Learning Management and Administration.** RWD MLS programs are administered onsite, providing all support functions, resources, and technologies for comprehensive learning management.



About RWD Technologies®

Since 1988, RWD Technologies has helped clients improve operational efficiency and enterprise performance with innovative software technology and end user training solutions. RWD has a broad range of integrated products and services designed to improve the productivity and effectiveness of workers in complex operating environments. RWD services both the private and public sectors in industries such as Life Sciences, Petrochemical, Energy, Automotive, Financial, and Manufacturing.

We offer:

- Enterprise Content Management including XML Authoring, Dynamic Publishing, Learning Services, and IT Consulting Services
- Consulting and Training for Lean and Six Sigma Process Improvement
- End User Enterprise Training, Change Management, and CRM Optimization

With an experienced and dedicated team of experts, we have a long history of delivering best-in-class products and solutions, as well as the continuing support our clients require to maintain a competitive advantage in their market.

To learn more about how RWD can help your organization, please contact us at:

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