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Let's Get Started



PERFORMANCE ANALYTICS

VERTEX PROFESSIONAL SERVICES

Many learning & development (L&D) organizations seek better ways to apply data analytics to improve learning strategy and outcomes. Yet, a survey of over 400 organizations by Vertex Professional Services (VPS) and Human Capital Media found that most L&D organizations still rely solely on learning tools for their data. By simply analyzing learning data, the focus is on lagging indicators — a focus on the past. This practice does not adequately reflect the performance and business challenges currently faced by the organizations — nor does it predict future outcomes. In short, Learning Analytics is just one piece of the puzzle.

WHAT ARE THE KEY BENEFITS OF PERFORMANCE ANALYTICS?

Performance Analytics provide a comprehensive analysis of performance issues and opportunities. It bridges the gap between current workforce capabilities and strategic goals.

- Performance Analytics combines performance, workforce and learning data to enable a comprehensive data-driven analysis of key business and performance challenges.
- By analyzing gaps between current state and future state, and identifying root causes for low performance, VPS solutions are designed to close current and future performance gaps.
- Performance Analytics uncovers insights and reveals hidden value, to help define new, targeted learning and performance improvement interventions.

UNCOVERING INSIGHTS AND REVEALING HIDDEN VALUES.

1. Data Collection

- Performance
- Workforce
- Learning

2. First Pass Analysis

- Surface issues for further analysis
- Descriptive statistics
- Inferential analysis

3. Diagnostic

- Refine problems to address
- Identify root cause
- Validate insights with Subject Matter Experts

4. Learning Intervention

- Formulate strategic learning solutions, interventions, and architecture



A PROCESS FOR SUCCESS

VPS uses a proven process to identify an organization's performance issues, strategic needs, and workforce challenges.

HOW CAN VPS HELP?

Achieving a return on learning investment requires a systematic approach with a robust set of analysis and process tools. VPS is at the forefront of the learning industry in using performance, workflow and learning data to design and deploy learning solutions that deliver measurable impact. Our program case studies demonstrate performance improvements across multiple domains and industries:

- Learning focus is better aligned with business-critical imperatives
- Accelerated time to proficiency
- Improved ability to troubleshoot and repair products properly the first time
- Improved customer satisfaction with service

EVALUATION



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**SMALL ENOUGH TO BE AGILE.
LARGE ENOUGH TO BE GLOBAL.**