

HCS Learning Development (HCS LD)

Your Customized Learning Partner



Why partner with HCS LD for customized learning services and solutions?



- Extensive portfolio of end-to-end learning services and solution
- We provide learning for internal clients, external IBM clients, and IBM Business Partners
- Highly-skilled team of experienced learning professionals
- We are tool and technology agnostic – extensive learning tool and technology toolkit
- Long track record of success creating award-winning learning solutions
- As a cost center, we only charge actual cost for our services and solutions

Our Portfolio Learning Services

- Learning Strategy Consulting
- Learning Program and Project Management
- Custom Content Design and Development
- Web and Media Design and Development
- Programming and Testing Digital Learning Content
- Quality Assurance / Editorial Review
- Content Curation
- Content Translation (70+ Languages and Dialects)



Learning Solutions

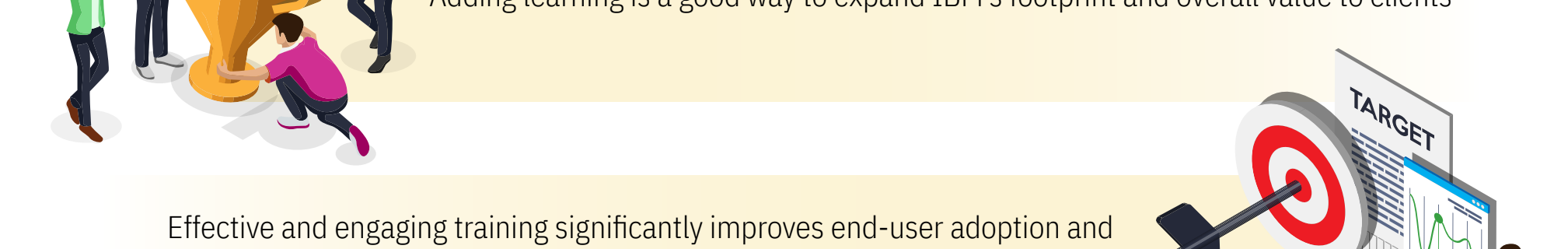
- Web-Based Training (WBT)
- Instructor-Led Training (ILT)
- Microlearning
- Mobile Learning
- Learning Games
- Learning Videos and Animations
- Learning Academies
- Simulations
- Role Plays
- Assessments
- Infographics
- Quick Reference Material

Our Team of Expert Learning Professionals

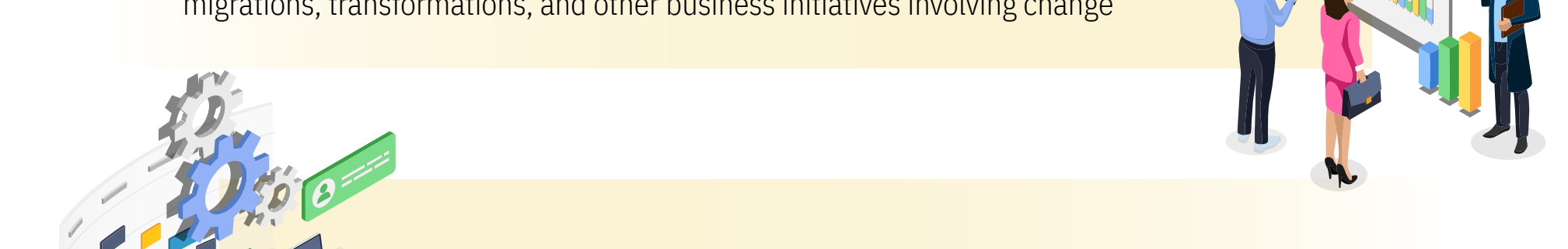
- Program and Project Managers
- Consultants
- Instructional/Experience Designers
- Content Developers
- Media Specialists
- Programmers
- Testers
- Quality Assurance Specialists
- Learning Subject Matter Experts



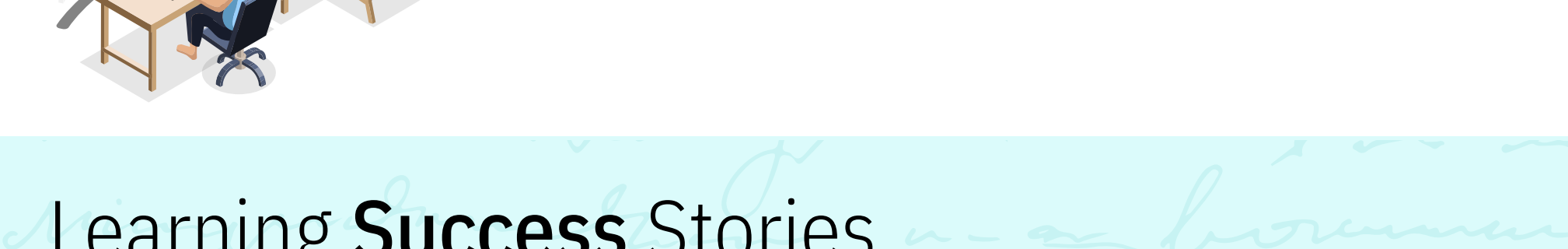
Other Benefits of Partnering with HCS LD



Adding learning is a good way to expand IBM's footprint and overall value to clients



Effective and engaging training significantly improves end-user adoption and business outcomes associated with hardware and software implementations, migrations, transformations, and other business initiatives involving change



HCS LD provides sales and solution support for all learning opportunities

Learning Success Stories

Global Travel and Transportation Client

Engagement Description: Learning partner for custom content design and development, learning administration/support, and instructor delivery/facilitation

Project Deliverables: Custom Learning Templates, Learning Playbook, WBT, ILT, Video, Assessments, Animations, Simulations, Infographics, Learning Games, Job Aids, and Quick Reference Guides

Duration: 14 years



U.S. Based National Insurance Client

Engagement Description: Limited scope learning consulting engagement that starburst into a much larger custom learning content design, development, and delivery/facilitation project

Project Deliverables: Learning Strategy, custom learning templates, WBT, Virtual ILT, Assessments, Simulations, Job Aids, Quick Reference Guides, and Desktop Flipbooks

Duration: 1.2 years



Internal IBM Client

Engagement Description: Design and development of an online digital academy, with all required learning content, supplemental materials, and admin support

Project Deliverables: Learning Strategy, Custom Learning Templates, Online Digital Learning Academy, WBT, Videos, Simulations, Assessments, and Study Guides

Duration: 5 Years



Recent Awards

Best Use of Games and Simulations for Learning: Gold – Power Skills at Scale

Best Advance in Creating a Learning Strategy: Gold – IBM AI Skills Academy

Best Certification Program: Gold – IBM Center for Cloud Training: Expanding professional knowledge and expertise through training and certification of in-demand cloud skills

Best Sales Training Program for Extended Enterprise: Gold – Know Your IBM

Best Program for Sales Training and Performance: Silver – Know Your IBM

Best New Hire Onboarding Program: Gold – IBM's Global Executive Onboarding and Integration Program

Best Advance in Leading Diversity, Equity & Inclusion Initiatives: Gold – We Are Stronger Together – Advancing Inclusion at Workplace!

2021

Best Program for Upskilling Employees: Gold – IBM Cloud Skills Initiative

Best Advance in Social Impact Innovation: Gold – Open P-TECH

Best New Hire Onboarding Program: Gold – GBS Associates
Gold – IBM Global Executive Onboarding and Integration Program

Best Program for Sales Training and Performance: Gold – Know Your IBM

Best Results of a Learning Program: Gold – IBM Virtual Collaborator Learning Program

Best Advance in Creating a Learning Strategy: Gold – IBM Systems Learning Sprints

Best Sales Training Program for Extended Enterprise: Silver – Know Your IBM

2020

Best Advance in Competencies and Skill Development: Gold – Future Skills in IBM

Best Advance in Custom Content: Gold – C. School Digital Academy
Bronze – IBM Best Practices in Project Management

Best Program for Sales Training and Performance: Silver – Know Your IBM

Best Sales Training Program for Extended Enterprise: Bronze – Know Your IBM

Best Use of Games and Simulations for Learning: Bronze – IBM PMCOE Iter8

Best Advance in Creating an Extended Enterprise Learning Program: Bronze – Know Your IBM

Client Testimonials

"The IBM Learning Team we worked with exceeded our expectations in every way. Our learning project with IBM was so successful, we decided to use it as the model project on which every one of our future learning projects will be based and measured against. Thank you for your providing such effective collaboration, unwavering support, and outstanding results!"

"We were so impressed by everyone on our learning team from IBM. They were professional, collaborative, and very invested in making sure our learner's had the best learning experience and achieved the best learning outcome possible. This team skillfully educated us about what was possible during each phase of the project, which helped us to make informed decisions about future project direction and business impacts every step of the way. We couldn't have achieved such great success without your partnership, guidance, and support."

"Our Learning Team from IBM has been such a valuable partner over the years. In addition to managing to satisfy our learning needs, many of you ended up knowing more about our business than some of our own long-time employees. So, in addition to working with us as our learning SMEs you became our business SMEs as well. Thank you for never letting us down and always giving us exactly what we needed!"

"HCS LD helps solve business problems for clients one customized learning solution at a time!"

For more information and learning solution support, please contact:

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Slack: @Elaine Bennett

— Elaine Bennett
HCS LD Learning Leader

