

What's the smartest way to reduce the costs of your training & development?

As the leader in Training Business Process Outsourcing (Training BPO), ATCEN has the knowledge, skills and resources to make your organization's training development and management an even greater benefit than it already is.

Make your corporate focus your only priority. Realize improved quality, effectiveness and cost savings. Sharpen your focus by allowing ATCEN to do what we do best.

Benefits

- o Reduce the costs of administering your training and development function
- o Reallocate your training administration resources to areas that support your core mission
- o Improve the overall efficiency and effectiveness of your training and development function
- o Increase employee satisfaction with your training programs
- o Leverage efficiencies of scale
- o Enhance vendor relationships

In today's highly competitive business environment, the more an organization focuses on their core mission, the more successful it becomes. This is why so many organizations are turning to ATCEN to handle matters of employee training management and development. Since human performance improvement is our area of expertise, we are uniquely qualified to manage the programs that support your organization's performance improvement efforts.

As a result, our Training BPO can help relieve the distraction of administering your training function. And, in doing so, it can also help you reduce costs, improve program efficiency, boost employee satisfaction and most importantly of all sharpen your corporate focus.

Industries We Serve

- Contact Centers
- Insurance
- Financial Services
- Card Loyalty / Rewards
- Telecommunications
- Postal Services
- Other service orientated establishments

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ATCEN experts begin by getting to know your organization and its training management and development requirements. We then create a plan that is unique to your organization's needs. Finally, using proven documented procedures and quality metrics we seamlessly transition from your system to ours, enabling more efficient processes and procedures in all the services we deliver.

These services include:

Vision and Assessment

We provide the direction, structure, and resources to achieve your goal

- o Organizational assessment
- o Strategic planning
- o Learning enterprise design
- o Process mapping
- o Quality standards
- o Financial & measurement systems

L Learning Content Strategies

- o Learning Analysis
- o Competency mapping
- o Establish learning objectives
- o Design
- o Select the delivery method and establish learning content
- o Evaluate existing off the shelf content
- o Content Selection and Creation
- o Develop training content (all media)
- o Perform pilot conducts and revise instructional materials
- o Validate content from 3rd party providers

A Administration / Logistical Functions

We provide the direction, structure, and resources to achieve your goal

- o Participant management
- o Participant records
- o Certification management
- o Personal development administration
- o Quality records

As a leader in business process outsourcing and improvement, ATCEN has helped countless organizations to maintain their leadership standing. And we can do the same for you. By outsourcing the administration of your training and development processing to us, we will be helping you focus on your area of greatest success while we are focusing on ours to help improve on your bottom line.

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