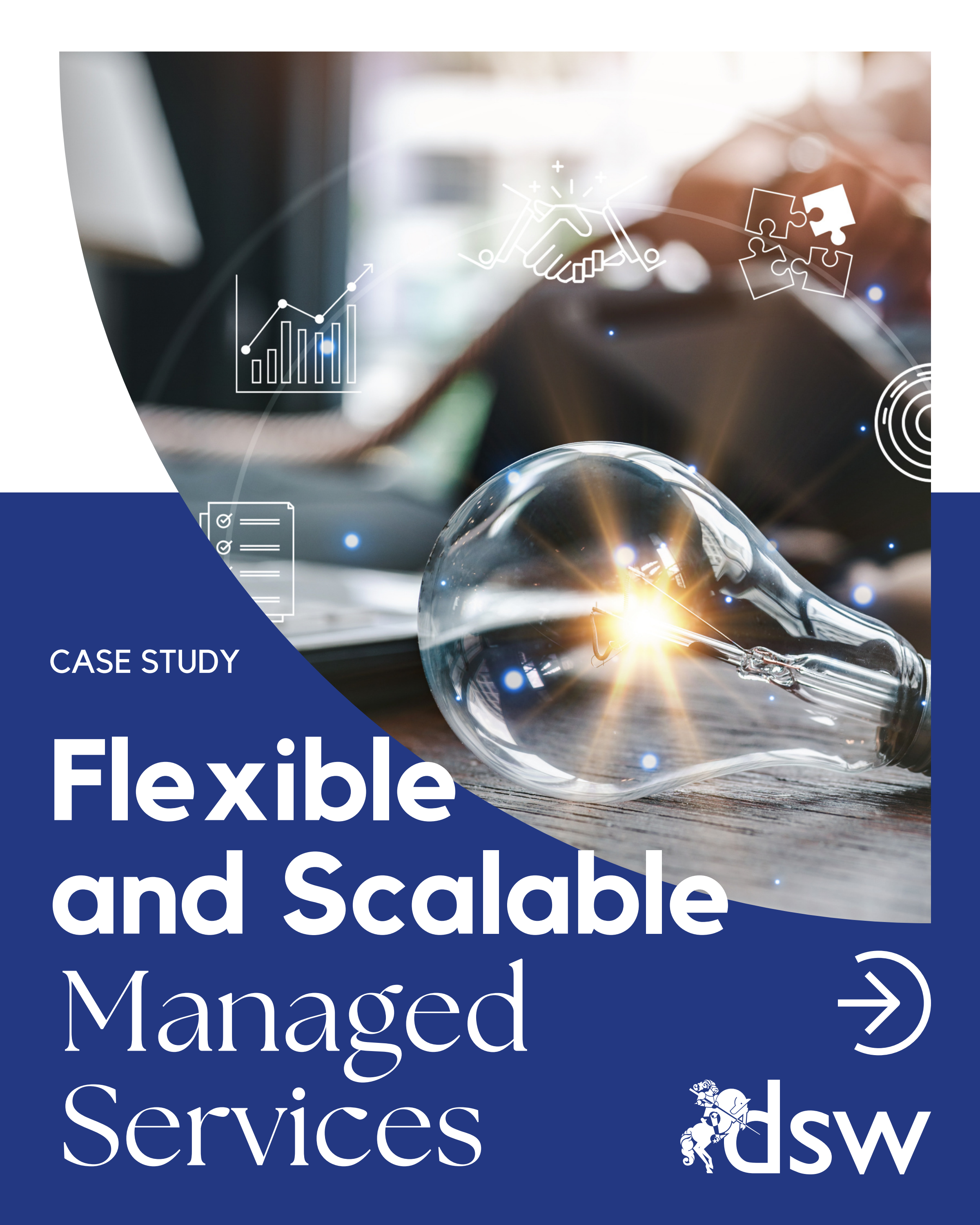




CASE STUDY

Flexible and Scalable Managed Services



A low-angle, upward-looking photograph of a modern glass skyscraper. The building's facade is composed of large glass panels reflecting the sky and other buildings. The perspective creates a sense of height and architectural scale. The image is partially obscured by a dark blue curved overlay at the top and a white area at the bottom where the text is located.

Client Requirements

BACKGROUND

Background

The client is the UK arm of an international bank, with office locations throughout the UK.

Having supported the client's learning needs for over a decade, we were invited in 2021 to participate in a competitive tender for a new Learning Managed Service provider.

With our strong relationship with both the client and the incumbent supplier, we were well positioned to demonstrate the value and expertise we could bring to their learning and development (L&D) function.

REQUIREMENTS

Requirements

CHOICE

Access to a broad range of high-quality learning providers.

PACE

Efficient service delivery to meet the organisation's evolving needs.

FLEXIBILITY

Seamless integration with their ways of working.



Our Solution



Solution

In October 2021, DSW was appointed to deliver a Learning Managed Service designed to provide six key benefits:



Value — Cost-effective solutions incorporating price capping and share gain models.



Range — A vendor-neutral approach, working with existing suppliers, curating preferred supplier lists, and running competitive tenders.



Flexibility — Adaptive processes aligned with the client's internal systems and operations.



Expertise — Deep financial services sector knowledge from experienced consultants.



Transparency — Open, clear communication, including commercial arrangements.



Support — A strong service and relationship focus to enhance the learning experience.

End-to-End Managed Services

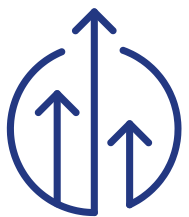
Our service provided comprehensive and cost-effective learning support, including:



Learning Administration – On-demand course booking and management.



Learning Specialists – Seamless integration with the client's internal team.



Competitive Tendering – Efficient handling of bespoke learning projects.



Supplier Sourcing – Identifying the best partners for specific learning needs.



Expert Advice and Guidance – Supporting all aspects of the learning journey.

We embedded ourselves within the client's systems and processes to ensure a seamless experience for service users.



The Results

Outcomes

Our transition from the incumbent provider was completed smoothly and ahead of schedule, with a seamless migration achieved within two months — one month earlier than planned. Since the inception of our service, we have effectively managed an annual spend exceeding £2 million, managing the procurement and delivery of over 500 learning interventions each year, from individual course bookings to large scale programme development.

Our extensive network of over 850 associates and engagement with more than 200 specialist learning suppliers has expanded the client's access to high-quality training resources. Through our vendor-neutral approach and cost-conscious strategies, we have delivered significant cost savings across all spending categories, ensuring a more efficient and value-driven learning function with service fees reduced by over 50% compared to the previous provider, maximising financial efficiency for the client.

Ongoing Success and Expansion



Our partnership with the client has continued to flourish, paving the way for further growth and evolution. The success of our managed learning service has led to its expansion across additional companies within the client's group, broadening its impact and reach. As the organisation's needs have developed, so too has our service, adapting to cover an even wider range of learning requirements.



The trust and satisfaction we have built with the client are reflected in the contract's extension, a testament to the tangible benefits we have delivered. By maintaining a focus on collaboration, innovation, and continuous improvement, we remain a valued partner in shaping the client's learning and development strategy for the future.