

Solution Provider Profile

Harbinger Group

June 2022



Company At-a-Glance		
Name of Product/Offered	Harbinger Interactive Learning	
Headquarters	Pune, India	
Year Founded	1990	
Geographic Coverage	North America, Europe, Asia, Australia	
Industries	Digital publishing, Life sciences, High-tech, Higher education, Retail, BFSI, Healthcare, Information services	
Website	www.harbingerlearning.com	



HARBINGER GROUP OVERVIEW AND VALUE PROPOSITION

Harbinger Group is a three-decade-young global corporation providing innovative and futureready software products and services. The corporation has two group companies listed under its name—Harbinger Interactive Learning and Harbinger Systems.

Harbinger is a leading provider of eLearning products, custom eLearning services, and software product engineering solutions. The corporation continually strives to challenge the status quo in eLearning with groundbreaking products such as:

- **Raptivity**[®]: A state-of-the-art tool to create eLearning interactions
- Exaltive[®]: A personalized interactive video platform
- **SprinkleZone:** A nudge-learning platform to create microlearning courses to enable learning on the go and reinforce learning
- **Skimthru:** An AI-powered generator of word clouds highlighting key points from videos
- Quillionz: The world's first AI-powered platform for creating questions, quizzes, and notes
- **Pritella:** An AI-enabled interactive chatbot or virtual assistant that provides automated responses to employee queries and requests

An important part of Harbinger Group's mission is to enable enterprises and learning and development professionals to create engaging, personalized, and valuable learning and training experiences. Thriving on innovation, excellence, and partnership, Harbinger creates value for its clients through a culture of continuous learning.

Harbinger Interactive Learning, a part of Harbinger Group, is a fast-growing global eLearning design and development company. This award-winning eLearning arm of Harbinger Group specializes in custom eLearning solutions development and eLearning content transformation.

Harbinger is a trusted partner for building impactful custom eLearning solutions. The eLearning company blends creativity and technology to drive learning effectiveness affordably. They have been delivering forward-looking learning solutions to various verticals for 30 years and counting:

- Digital publishing
- Life sciences
- High-tech
- Higher education
- Retail
- BFSI
- Healthcare
- Information services



Harbinger focuses on working with eLearning partner companies to provide end-to-end services and act as an extended offshore development team for them. The corporation serves customers in more than 65 countries through its offices in Pune (India), Redmond (WA, USA), and Dublin (CA, USA) and through its partner network worldwide.

Customer eLearning Solutions

Summary Value Proposition

- End-to-end solution for developing eLearning
- Strong end-to-end experience in learning technology and custom content development
- Ability to scale rapidly for volume projects
- Strong solutioning team to design new solutions based on business needs

Strengths or Differentiation

- One-stop shop for end-to-end development of eLearning along with translations in a variety of languages
- Ability to handle volume projects in a very short period of time
- Designing solutions using technology like automation frameworks and RPA, which helps give competitive pricing
- Ability to modernize courses from legacy formats (Flash, Articulate Storyline, Articulate Presenter, Adobe Captivate, and Lectora) to new formats (responsive HTML, dominKnow Flow, and Inkling Habitat)
- Partnering mindset

Customer Success Stories

Case 1

- Customer An off-the-shelf provider with 200+ hours of Flash content and wanted to convert it to HTML5.
- Solution Harbinger designed a custom HTML5 framework and Xyleme templates to help move the content in less than three months. While the migration was planned, there were content updates to be done. Harbinger designed a new process of change log that could highlight the changes needed in terms of a template and in a format that was easy for SMEs to make content updates. Using automation, the content was migrated to custom HTML5 format and Xyleme XMLs.

Case 2

• Customer – US-based catalog company, which delivers best-in-class online training and accredited Continuing Education (CE) to a broad range of industries.



- Need The client had a library of more than 500 courses developed using legacy tools such as Flash and Articulate Presenter. Apart from modernizing the courses, they were also required to be made compliant with accessibility standards and logically chunked into microlearning nuggets. All of this was to be achieved considering minimal subject matter expert involvement and unavailability of source files for many of the courses.
- Solution Harbinger team identified the right set of templates, defined user experience of courses on mobile, branding, and white-labeling requirements, and designed the microlearning component. During the development phase, the instructional design, automation, and HTML5 programming teams then followed these standards. Various automation processes such as media asset extraction, course development using HTML5 responsive framework, QA automation and content mapping validation came in handy.
- Benefit More than 600 learning hours of legacy courses were modernized in a record time of fewer than six months, resulting in an efficient go-to-market strategy for the client. The project was delivered at 75% lower cost as compared to what the client would have incurred if they would have taken the traditional development route.

Case 3

- Customer The client is an American fast-food chain that specializes in hot dogs with approximately 350+ outlets across America.
- Need Employee turnover in the food industry is very high. The client had video-based training, but it was not delivering the expected results. They wanted to implement a gamified learning experience to achieve their objective.
- Solution Keeping the requirement and the audience in mind, Harbinger proposed to use a scenario-based gamified approach that would expose the learner to real-life experiences at a drive-thru window. The game uses a very simple, conversational narration style to simulate a real-time customer experience. It helped train a large audience in an engaging and fun manner. Team members have shared their feedback mentioning that the module is fun, simple, engaging, and motivating to achieve perfection.

eLearning Products

Raptivity

Raptivity is known for over a decade as an exciting platform to build visually stunning learning interactions. It is targeted toward higher education professionals, instructional designers, and corporate trainers. The interaction templates allow creating and customizing eLearning content effortlessly. Such interactions are suited for modern-day design and learning styles and are appreciated for building engaging microlearning experiences.

For more information: https://www.raptivity.com/



<u>Quillionz</u>

Quillionz is the world's first AI-powered platform for creating questions, quizzes, and notes. Powered by Artificial Intelligence and Machine Learning algorithms, the platform lets teachers and instructional designers build a host of quality quizzes and assessments within seconds.

Quillionz creates a variety of questions on the input content, including multiple-choice questions, recall questions, and short descriptive questions. Once the questions are ready, Quillionz lets the user curate and enhance them as much as needed. Additionally, Quillionz offers API support for businesses.

For more information: https://www.quillionz.com/

<u>Skimthru</u>

Skimthru makes use of a unique, patent-pending AI-powered technology to create word clouds. When words used in a specific text are clubbed together to emphasize either their frequency or importance or even both, it is a word cloud. Harbinger calls it a Skim, a compact contextual snapshot that shows what is going on in a video at any point. Skims help users navigate through a video while focusing on the key points.

Skimthru can be useful for users consuming a variety of video content. Learners can use word clouds-based Skims to recollect key concepts from learning videos. Corporate trainers can recommend specific learning objectives from videos using Skims. Educators can drive higher course completion by sharing learning videos using Skimthru.

Business professionals can swiftly go through the meeting recordings to focus on key discussions using Skimthru. A platform such as LMS/LCMS can integrate Skimthru using APIs to drive learner engagement, improve knowledge retention and deliver more insightful video analytics.

For more information: https://www.skimthru.ai/

<u>Exaltive</u>

Exaltive is a cloud-based interactive video platform. It allows using existing videos and adding interactive layers to make it more engaging, personalized, and effective. Users can use video from multiple sources and enhance the same without modifying the base video. Exaltive provides rich analytics reports by tracking viewers' engagement with the video.

Exaltive is best suited for making existing videos interactive and the experience more immersive. These interactive videos are best suited for various applications such as eLearning, onboarding, product marketing, etc.

Exaltive interactive videos can be integrated with different learning experience platforms (LXP), learning marketplace platforms, authoring platforms, LMS platforms, EdTech tools, and so on. The Exaltive design studio enables the process of making the videos interactive in a user-friendly



way. Users don't need to know any programming for making their videos interactive.

For more information: <u>https://exaltive.com/</u>

SprinkleZone

SprinkleZone is a microlearning platform formulated to deliver small chunks of knowledge or microlearning courses. When using SprinkleZone, a learner receives self-paced learning materials in the form of a microlearning course. It effectively nudges learners through push notifications for completion of courses and quizzes, re-enforcing knowledge bites, and helping learners to stay engaged. SprinkleZone can be integrated with various platforms such as Microsoft Teams, Continuous Performance Management Systems, CRMs, etc., to deliver learning in the flow of work.

For more information: https://sprinklezone.io/

<u>Pritella</u>

Harbinger's interactive chatbot Pritella can engage with employees as a self-service assistant and provide personalized responses. Employees can easily navigate Pritella with its user-friendly context-sensitive menu to get a quick resolution for their queries.

Read the case study: Harbinger Improves Employee Experience with AI-Enabled Chatbot

eLearning Services

eLearning Transformation

With the modern workplace and next generation of learners in view, the eLearning industry is reimagining and repurposing existing content and delivery mechanisms to make learning more accessible, interactive, and future-ready. Several significant market trends are driving this change—from remote learning and inclusion of the Millennial generation in the workforce to gamification and increasing demand for accessibility and standards compliance.

Harbinger's expertise enables organizations to successfully navigate this market shift with its unique automation frameworks and data integration capabilities. Harbinger helps organizations rapidly transform their content into highly engaging and modern formats. Its eLearning transformation approach is specifically tailored to handle high volumes of content for maximum return on investment.

eLearning Accessibility Solutions and Consulting

Harbinger provides end-to-end eLearning accessibility solutions and consulting services. It enables organizations to meet accessibility standards to create all-inclusive learning experiences.

Harbinger's eLearning accessibility experts have over a decade of experience in using the tools and expertise required to design and develop accessible learning and training programs. Some of the eLearning accessibility services provided by Harbinger are:



- eLearning Accessibility and Course Compatibility
 - WCAG compliance support
 - Accessibility reporting and testing
 - o Auditing courses and sharing best recommendations
 - Remediation support
 - ACR conformance documentation
 - Compliance for existing courses
 - Video accessibility
 - PDF/Document accessibility
- Accessibility Testing
 - Conformance to multiple accessibility guidelines: W3C WCAG 2.0 (Levels A-AAA), Section 508, ADA, EN 301 549
- VPAT Documentation Creation
 - VPAT Audit
 - Detailed report creation
 - VPAT creation as per Section 508/WCAG accessibility standards

ILT to VILT Conversion

Harbinger is well-equipped to assist the customer with all their VILT requirements. Be it building a VILT module from scratch to converting your existing ILT to VILT, Harbinger's experts can help. Harbinger understands that designing a VILT is not just taking an ILT presentation deck and delivering it using an online meeting tool. It needs different tactics for learner engagement and delivery.

Harbinger's VILT services ensure customers deliver the best possible virtual training experience and keep up with the business bottom-line under all circumstances, given the flexibility and costsaving that comes along.

Custom eLearning Content Development

Harbinger designs and develops tailor-made eLearning solutions that suit the customer's audience, improve their performance, and are essentially guided by the customer's business drivers. As organizations train employees on their unique products and processes, they increasingly rely on custom eLearning.

Harbinger solutions are learner-centric and built using a wide range of instructional and built using a wide range of instructional approaches such as microlearning, gamification, interactive videos, etc.

AI-Powered Learning Solutions

Harbinger helps customers design powerful solutions using AI technology such as voice-enabled chatbots for performance support and large-scale assessments and recaps. Harbinger is adept at developing and training chatbots to deliver responses to such queries by mapping existing content to probable questions.



Apart from instituting learning-in-the-workflow with chatbots, Harbinger aids digital publishing houses and educational publishers to generate large-scale supplementary learning material, saving up to 70% time, using its patent-pending AI technology. This technology rapidly analyses a large amount of content and generates simple yet meaningful assessments, without compromising on quality.

eLearning Solutions

Microlearning

Harbinger helps businesses rapidly deliver short learning nuggets to their employees. Harbinger's microlearning-friendly design approach curates the optimum amount of information available data and creates bursts that can be consumed just in time. These short nuggets are designed in a way that they are easily searchable on learning platforms.

Harbinger's microlearning solutions include unique formats such as nudge-learning, animations, bite-sized nuggets, AI-powered chatbots, infographics, and edumercials. Harbinger offers mobile-friendly, learner-centric microlearning design with interactive controls, gamification elements, and personalized learning paths to achieve learning-in-the-flow of work.

Legacy Content Modernization – Flash to HTML5 Conversion

Legacy content modernization is a great transformational strategy to deliver business results by creating unique experiences for learners. Harbinger has a solution for businesses looking to modernize their existing learning material to adapt to technology disruptions and meet the modern-day learner's demands.

Harbinger has built a framework to aid legacy course modernization. This framework, known as xSMART, is a solution accelerator to successfully implement and execute a legacy content modernization strategy. For example, we can help you convert large volumes of legacy Flash courses to HTML5 with a future-ready design in a short time frame.

Harbinger can also migrate your legacy content to newer tools such as Storyline 360, Gomo Learning, dominKnow Flow, iSpring, Adobe Captivate, Lectora, and Articulate Rise.

Gamification

Harbinger's gamified instructional solution has helped multiple organizations deliver effective business results using a variety of authoring tools like Storyline, Captivate, dominKnow, HTML5, and more. The company's award-winning gamification framework allows organizations to rapidly add gamification elements to eLearning in a cost-effective way.

The fully customizable framework makes it extremely easy for any organization to add a layer of gamification to any type of learning content and quickly develop varied learning experiences. It includes personalized learning delivery based on performance, scenario-based learning, integration with gamified LMS, and more.



Competency-Based Learning (CBL)

Harbinger's unique CBL framework helps organizations incorporate knowledge, skills, and learning preferences in their courses to build effective learning experiences. The framework supports ready-to-use tools and templates for developing comprehensive CBL content.

The CBL framework plays an important role in designing customized learning paths for individuals, assessing competencies with detailed analytics, creating a complete and independent SCORM package for traditional LMS, assigning specific modules in LMS based on competency assessment results, and customizing course delivery and reporting according to your business needs.

Strategic Learning Experience and Automation Partnerships

Harbinger has partnered with several organizations in the learning and technology space. Harbinger's strategic and game-changing partnerships give the company access to its partners' network, resources, and experts to serve its customers better and in a more comprehensive way.

Harbinger's existing partners display immense faith in the company's capabilities. They rely on Harbinger to have an extended learning development partner for their customer onboarding, migration, and support. Harbinger's rapid, cost-effective, and transparent project management approach is another significant reason for industry leaders wanting to partner with them.

<u>Xyleme</u>

Xyleme is a leading provider of unified component content management solutions (CCMS) for content authoring, management, delivery, and syndication at scale. Harbinger's platform partnership with Xyleme partnership is focused on enabling enterprises align with changing learning and technology needs. It also helps enterprises manage their complex proprietary content and support single-source omnichannel solutions.

As a partner, Harbinger adds value to Xyleme's enterprise CCMS designed for learning, with:

- Effective change management processes
- Rapid migration strategies for large volumes of content
- Custom workflows to handle content variations
- An effective scaling up and scaling down model
- Mature project management processes

<u>dominKnow</u>

dominKnow, a leading provider of an integrated suite of cloud-based eLearning authoring tools and software, is another strategic partner of Harbinger. Their partnership aims to mitigate the end customer's production challenges and deliver intuitive learning experiences and outcomes with custom content development, rapid authoring, templates, and stock assets.

The partnership is committed to delivering:



- High-volume, custom content development in a short lead time
- Responsive and adaptive eLearning output
- Rapid eLearning authoring and simulations
- Industry-focused and modern eLearning solutions
- Engaging and visually appealing content
- Personalized with localization and translations
- Accessible eLearning to meet all learners' needs

<u>VEDX</u>

Harbinger has a strategic technology partnership with VEDX, an XR EdTech company dedicated to improving learning and access. They are VEDX's Associated Vendor for integrating VR applications with conventional LMSs. They help VEDX deliver engaging and interactive VR-based learning experiences for education and skilling programs.

Harbinger's software integration and product engineering expertise, coupled with strong instructional and visual designing capabilities, empowers VEDX to deliver transformational virtual education to its growing ecosystem of education industry customers and partners.

<u>Skillsoft</u>

Harbinger is a service partner of Skillsoft, a global leader in corporate digital learning which provides enterprise learning solutions. The Harbinger + Skillsoft partnership advances next-gen learning and development while scaling access to world-class content and enhancing learning experiences.

Harbinger provides implementation, change management, consulting, and learning services to the customers of Skillsoft's AI-driven and immersive learning platform, Percipio. They help Skillsoft customers to integrate Percipio with internal systems where customers can then seamlessly access their own learning content, along with Skillsoft's large content libraries.

IACET

Harbinger has a corporate affiliate partnership with IACET, a non-profit organization dedicated to quality continuing education and training programs. The partnership facilitates both the companies in accomplishing their shared goal of improving the quality of continuing education and training worldwide through accreditation.

Harbinger plans to align its offerings with the ANSI/IACET 2018-1 Continuing Education and Training Standard to work with IACET Accredited Providers and the industry at large. The partnership sees Harbinger and IACET working on the shared vision of advancing the global workforce through developing effective learning processes. It endorses Harbinger's commitment to delivering innovative and impactful customer learning solutions.

Inkling

Inkling and Harbinger have a strategic partnership that enables Inkling clients to utilize



Harbinger's content development and technology expertise. The partnership enables the development of industry-focused and modern eLearning solutions.

Inkling customers can utilize Harbinger's services for custom eLearning development, seamless technology, and system integrations, effective digital transformation, and rapid content conversion to Inkling Habitat.



SCREENSHOTS

Figure 1: Customized 3D Product Training



Figure 2: Gamified Courses

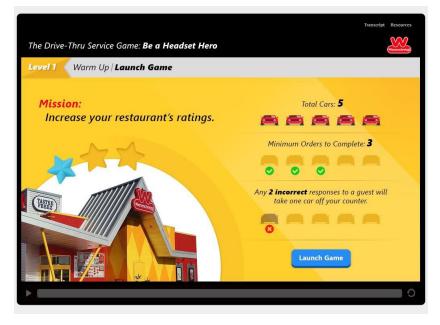
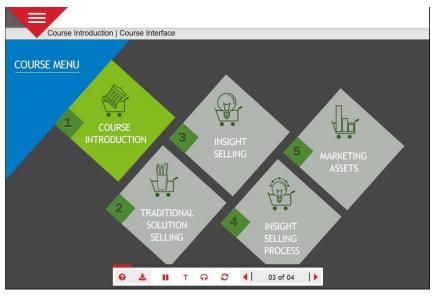




Figure 3: Customized 3D Product Training







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Figure 4: Compliance Training





Figure 5: The Sales Cycle



Figure 6: Raptivity

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Figure 7: Raptivity Templates

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	© 2021 Harbinger Knowledge Products Pvt. Ltd. All	Rights Reserved. Privacy Policy Terms of Use	

Figure 8: Quillionz

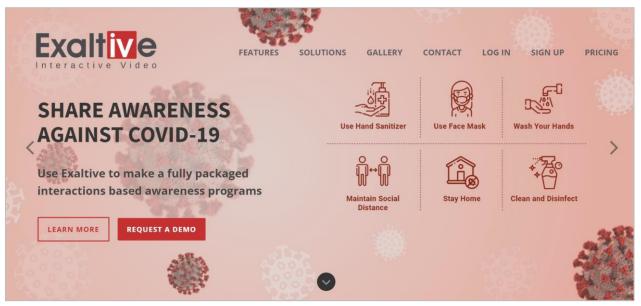
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Figure 9: Skimthru

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Figure 10: Exaltive





Analysis by Brandon Hall Group

Situational Analysis

Organizations are continually striving to create and execute a learning strategy that has a real impact on behaviors and business outcomes. However, outmoded learning technology, traditional content, and a lack of alignment with the business have made it challenging for learning to fulfill its promise.

What does it take to create a more impactful, engaging learning experience that improves individual and business performance? A strong learning strategy, the tools to execute it, and the ability to demonstrate value.

Several factors are driving corporations to improve their learning experience strategies:

- Improve Learner Engagement Organizations struggle with developing and delivering learning content that captures the attention of the learner.
- Create a Stronger Link Between Learning and Performance Learning in many organizations is developed without specific individual and organizational objectives in mind.
- Better Measurement Learning is not improving in many organizations because the ability to measure impact on performance is not in place or is lacking.
- Technology Learning technology is quickly evolving and organizations are in serious need of re-evaluating their learning technology ecosystem to offer a more modernized approach to learners.

Challenges to the Business

Organizations have had difficulty catching up to the new standard of learning required. Learner requirements have evolved quickly and their need to have access to knowledge and information when and where they need it is more important than ever. Most learning is still very event-based, without enough follow-up, reinforcement, or opportunities to apply knowledge. This leaves organizations ill-equipped not only to meet the rapidly changing challenges of today but to ensure their workforce has the skills and knowledge required for the future.

Implications for the Business

The implications are two-fold. For the learner, the learning experience is waning and learner engagement continues to steadily decline. For the organization, employees are not learning what they need to know to maintain compliance, develop new competencies and skills, and



advance their capabilities, leading to negative implications including a lack of innovation and creativity that makes the organization uncompetitive.

Questions to be Answered by the Business

Organizations need to rethink their approach to the learning strategy to keep pace with the rapidly changing dynamics of their learners and business.

The key questions for the business are:

- How can we transform learning to have more of an impact?
- How does an organization create an engaging, impactful learning experience from the content side?
- Can one provider offer the necessary expertise, knowledge, and experience to meet all these new requirements?

Harbinger Group as the Answer

Harbinger offers clients a wide variety of solutions that can cover learning from end to end or solve for individual challenges. Their Interactive Learning arm develops custom learning programs focused on modern, immersive, and engaging interactions. Harbinger Group also has a slate of tools to help companies create the kind of learning experiences required by the modern learner.

Harbinger creates future-ready design and helps organizations design intelligent learning experiences by transforming content using technology. Harbinger builds custom learning solutions that engage the audience and deliver results. There are various exclusive solutions that Harbinger offers such as microlearning, interactive videos, Flash-to-HTML5 transformation, and a microlearning delivery app. Harbinger rapidly transforms old content types to newer formats, using its automation and data integration capabilities.

Harbinger's microlearning delivery app, SprinkleZone, enables customers to rapidly deliver short learning nuggets to their employees. With the help of SprinkleZone, customers can quickly roll out quick short learning bites without getting into the complexity of eLearning design. What matters today is agility and rapid communication, and SprinkleZone lets customers achieve that.

Perhaps the most well-known of their offerings is Raptivity, a tool that allows companies to quickly create and deploy engaging learning programs without the need for extensive programming or development expertise. Brandon Hall Group's L&D Benchmarking Study found that 71% of companies plan to increase their use of microlearning over the next year, and Raptivity lets companies rapidly create microlearning experiences. Authors can incorporate



games, quizzes, and other interactions, all with SCORM and xAPI compliance — meaning the content can play and be tracked in any learning environment. Raptivity provides about a dozen templates to make it easy to get started. From there, the user can endlessly customize until they have just the right experience for their audience.

Harbinger Group also offers Quillionz, a quiz/assessment builder. What makes Quillionz unique is the machine learning engine that drives the solution, allowing it to create a wide variety of questions based on the content that is fed to it. The user can then pick and choose which questions they want to use for their learners. It makes including knowledge checks a snap by taking out the guesswork of writing questions.

Harbinger Group is also leveraging AI in another interesting way with their Skimthru tool. It takes existing video and creates word clouds based on the importance or frequency of the words that are used, making it quick and easy for users to find the most relevant videos, as well as the specific parts of the videos that matter most.

To do even more with video, Harbinger Group offers Exaltive, which enables users to add layers of interactivity to existing videos. Without the need for programming experience, users can add links to further resources or calls to action to their videos.

Regardless of the current technology ecosystem, Harbinger Group can bring its tools and expertise seamlessly into the mix. They have a series of strategic partnerships that allow their clients to do even more with their existing tools, platforms, and content. These partnerships include Skillsoft, dominKnow, Xyleme, Inkling, and more. By working with these providers, Harbinger Group can greatly reduce implementation time and challenges, as well as simplify integrations. As learning technology ecosystems become more complex, seamless integrations are critical.

Companies that need custom content created, tools to create their own content, or both, can look to Harbinger Groups and their wide array of solutions. Their tools and expertise can help companies transform their existing content and continue to create impactful content moving forward.

- David Wentworth, Principal Learning Analyst, Brandon Hall Group - Michael Rochelle, Chief Strategy Officer, and Principal HCM Analyst, Brandon Hall Group



About Brandon Hall Group

With more than 10,000 clients globally and 28 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations and provides strategic insights for executives and practitioners responsible for growth and business results.



ORGANIZATIONAL EXCELLENCE CERTIFICATION PROGRAM

recognizes world-class HCM programs that transform their organization and achieve breakthrough results. This designation is the next step beyond the HCM Excellence Awards, which focus on a single program, and looks at the department as a whole.

SMARTCHOICE® PREFERRED PROVIDER PROGRAM

uniquely places HCM service and technology companies at the top of organizations' consideration list of vendors. It adds an unmatched level of credibility based on BHG's twenty-eight-plus years' experience in evaluating and selecting the best solution providers for leading organizations around the world.

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