



Backgrounder

Raytheon Professional Services LLC

Global Learning Solutions That Drive Competitive Advantage — from the #1-Rated Training Outsourcing Provider — *HRO Today Magazine's 2011 Baker's Dozen in Learning*

A Global Leader in Learning Services and Outsourcing

Raytheon Professional Services (RPS) is a global leader in learning services. We redesign, implement and manage efficient training solutions that align employees, customers and partners with key business goals and mission objectives.

Strategy

We apply the best commercial solutions, processes, tools and training experts to make our learning programs available anytime, anywhere. This enables our clients to scale competencies and resources to meet the geographic, cultural and regulatory demands of their distributed enterprise.

A successful training solution must be aligned to an organization's key business and mission objectives. RPS employs a total systems approach that goes beyond training to take a broader view of a customer's business environment. By first determining what element or elements of the training value stream need to be addressed, we then deliver a blended learning solution to meet an organization's unique challenges, goals and culture, designed to help drive:

- **Alignment** of customer value streams — employees, networks, channel partners and franchises — with business goals
- **Performance** that builds competitive advantage across the entire value stream
- **Confidence** to grow the enterprise and win the trust of customers, partners and investors
- **ROI** based on reduced training costs of up to 40 percent annually

By the Number

With over 1,000 professionals serving customers in over 95 countries and 26 languages, RPS helps leading organizations reinvent the way they deliver training across their global enterprise.

- **6.4 million training hours delivered**
- **2.5 million training events administered**
- **3.2 million assessments administered**
- **9,300 hours of training content developed**
- **15,000 hours of consultant services delivered**

At a Glance

- **Leader**
Dave Letts
- **Global Headquarters**
1200 South Jupiter Road
Garland, Texas
75042 USA
- **Number of Employees**
1,000

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Raytheon

Customer Success Is Our Mission