



Tailored Learning Solutions. Measurable Results.  
Raytheon Professional Services

**Raytheon**

Raytheon Professional Services (RPS) provides tailored learning solutions for customers in over 125 countries in 29 languages. We help organizations meet their critical objectives by designing, implementing and managing training solutions that significantly improve workforce performance. Using data analytics, technology and innovation to transform the learning process, we deliver measurable results for a wide variety of industries and markets — particularly those in high-consequence environments.

With operations and teams of experts worldwide, RPS supports our customers' global operations. We ensure that learning programs are scalable and can be successfully implemented according to local country and cultural requirements.

Taking a consultative approach, we work closely with you to understand your most important business, learning and performance goals. We then design and develop solutions to advance those goals within your unique operational environment.



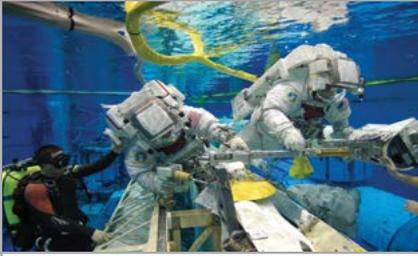


Above all, RPS supports the science and business of training. Our services are aligned to the broad range of requirements of learning and development organizations. From performance analytics and strategy to curriculum development, delivery and training administration, our team of experts is focused on driving results you can take to the Executive Suite.

We can address a single element of your training system or deliver a comprehensive, enterprise-wide solution that addresses multiple elements. In either case, we leverage the right processes, tools and technologies to develop solutions that improve workforce and business performance.



# PROVEN, INDUSTRY-LEADING LEARNING



**HIGH-CONSEQUENCE INDUSTRIES & ENVIRONMENTS**



**AUTOMOTIVE /TECHNICAL SERVICE**



**ENERGY**

## Meeting Evolving Learning Needs Through Innovation

Raytheon Professional Services designs, delivers and manages training through an array of approaches, modalities and technologies. These include blended learning, simulation, gamification, virtual training, secure mobile learning, performance support tools, and global training deployment and governance.

### Training & Development

Through our U.S.-based headquarters – with offices in Europe and Asia Pacific, and a global customer support center in Spain – we ensure a tailored, integrated experience. Our selective and comprehensive solutions include:

- Learning outsourcing & strategy
- Solution design
- Content development
- Learning delivery
- Learning technology
- Learning management services
- Training administration & support services

### Business Improvement Consulting

RPS helps organizations identify gaps, streamline processes, address workforce challenges and create a competitive advantage. Our services are designed to drive strategy and innovation; elevate talent and knowledge; facilitate change and readiness; and turn big data into meaningful outcomes. Our areas of expertise and programs include:

- Performance leadership development
- Performance analytics
- Performance improvement processes

**Improve skills. Drive results. Choose RPS. Visit us at [RPS.com](http://RPS.com)**

### A Year of Raytheon Professional Services

7.2M

TRAINING  
HOURS  
DELIVERED

2.2M

TRAINING  
EVENTS  
ADMINISTERED

6.1M

ASSESSMENTS  
PROCESSED

10K+

HOURS OF  
TRAINING  
CONTENT  
DEVELOPED

# SOLUTIONS AND CONSULTING SERVICES



**HEALTHCARE/PHARMA**

**TECHNOLOGY & TELECOMMUNICATIONS**

**VOCATIONAL TRAINING/ APPRENTICESHIP**

## Serving A Wide Range Of Industries

RPS serves a variety of industries, including heavy manufacturing, oil and gas, financial services, government, pharmaceutical, technology and defense. As part of Raytheon, we leverage unique training experience with U.S. Army warfighters, NASA astronauts, air traffic controllers and auto technicians, among others. Many of our customers operate in high-consequence environments where learning success is critical to daily performance — even survival.

### High-Consequence Training

In some industries, even routine operations can carry a high cost of failure. Managing risk requires a learning organization to align training strategies with business goals — and deliver training that addresses job-relevant topics through modalities that maximize reach and effectiveness. Our experience with high-consequence training can help you achieve the right outcomes.

### Healthcare/Pharma

RPS offers a wide range of learning solutions for healthcare product suppliers, providers and payers. Our high-consequence training expertise enables our healthcare partners to effectively manage variability, cost and risk; optimize processes; and drive successful patient outcomes.

- Pharma and medical services
- Providers
- Payer organization training

### Automotive/Technical Service

With decades of experience designing, delivering and supporting technical training solutions to world-class organizations, RPS enables service technicians to optimize precision and proficiency. To date, we have delivered millions of hours of training to the world's most successful auto companies.

- Technician training
- Product launch training
- Sales and after-sales training
- Product support training

### Technology & Telecommunications

RPS manages large, technically complex learning programs for a variety of clients in the technology and telecommunications industries across the globe. Our training services portfolio helps companies maintain a competitive advantage by reducing time to market and increasing product knowledge and ROI in rapidly evolving markets.

### Energy

With built-in safety concerns and ever-changing regulatory and economic landscapes, the energy sector requires training expertise and solutions that ensure agility, confidence and productivity. RPS helps organizations prepare for disruptive events; improve safety and compliance; increase predictability and reliability; enhance efficiency and effectiveness; and minimize risk across the enterprise.

### Vocational/Apprenticeship

RPS Apprenticeship programs provide relevant and timely training and development opportunities for individuals, communities and businesses. Partnering with governments and the private sector, we enable learners to achieve their full potential with specific skills (like accounting) or in areas such as management and leadership across almost any industry.

70K

HOURS OF  
CONSULTANT  
SERVICES  
CONDUCTED

79

TRAINING  
CENTERS  
MANAGED

125+

COUNTRIES  
SERVED

29

LANGUAGES  
USED FOR  
TRAINING

217K+

CUSTOMER  
SUPPORT CENTER  
INQUIRIES  
HANDLED

## AWARD-WINNING SOLUTIONS AND SERVICES



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