

EXTENDED ENTERPRISE: WINNING THROUGH COLLABORATIVE ADVANTAGE



How organisations are designing, delivering and managing extended enterprise learning today

46%
**DELIVERED
TO EMPLOYEES**

46% of learning is delivered to employees, 29% to remote and distributed employees and 26% to non-employees.

79%

79% of organisations never deliver learning to their franchisees or manufacturers, and 74% never deliver learning to suppliers.

**AT LEAST
ONCE A YEAR**

73% of organisations deliver learning to their extended sales team and technical support team **at least once a year**.

12



**MORE THAN
50% OF THEIR
TRAINING BUDGET**

22% of organisations allocate **more than 50%** of their training budget specifically to extended enterprise learning.

63%
USE SURVEYS

27% of organisations have no formal process for measuring the effectiveness of their extended enterprise training, while **63% of organisations use surveys for this purpose**.

80% of organisations deliver extended enterprise learning face-to-face
65% use course modules
64% use virtual classrooms

The top three objectives of extended enterprise learning:

Training for new/existing products and services

69%

Delivering product or service information

68%

Compliance training

62%



The main benefits of extended enterprise learning are:

60% Increased awareness of Products/services

58% Reduced training costs

55% Improved customer relations

54% Reduced training travel time

52% Meeting compliance requirements

Source: Extended Enterprise 2017, Brandon Hall

76%
USE LMS

76% of organisations use their LMS to deliver extended enterprise learning, while 43% provide it through a website.



**THE MOST IMPORTANT
FEATURES & FUNCTIONALITY**

The most important features/functionality of an extended enterprise system are:

Reporting & analytics (87%)

Mobile capabilities (72%)

Testing/assessment (68%)



**ONLY
13%**

Just 13% of organisations consider their extended enterprise training to be 'highly effective'



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