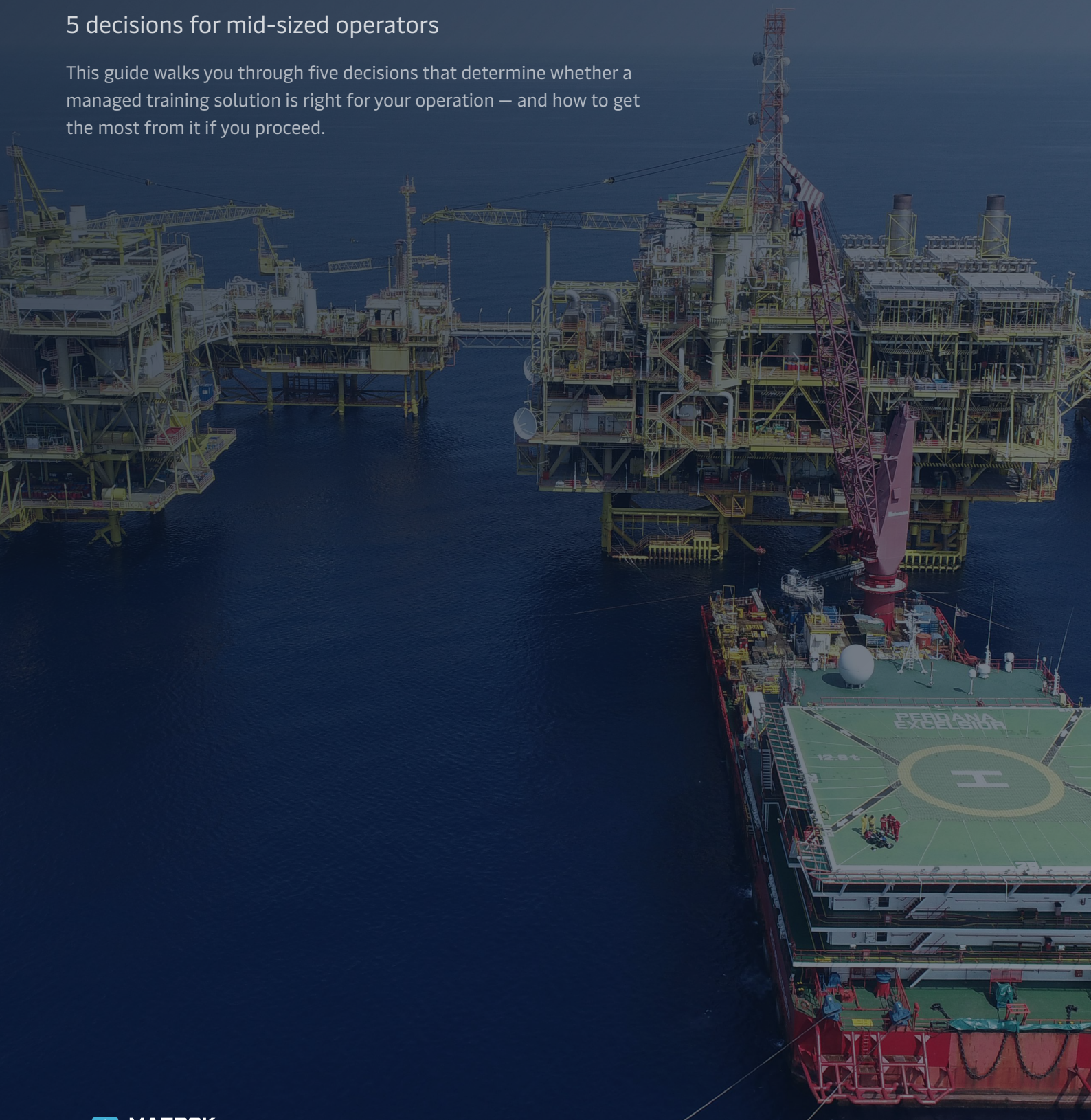
A PRACTICAL GUIDE

How to evaluate a managed training solution

5 decisions for mid-sized operators

This guide walks you through five decisions that determine whether a managed training solution is right for your operation — and how to get the most from it if you proceed.



MAERSK TRAINING

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Five decisions. Twenty minutes.

This guide is structured around five decisions. Each one builds on the last. It is written for training coordinators, operations managers, and procurement professionals who are responsible for organising training for personnel in safety-critical roles.

ALREADY TAKEN THE TRAINING AUDIT?

If you have already completed the online audit at maersktraining.com/tms/audit, you will have a ballpark figure for your hidden training cost. This guide helps you validate that number and decide what to do next.

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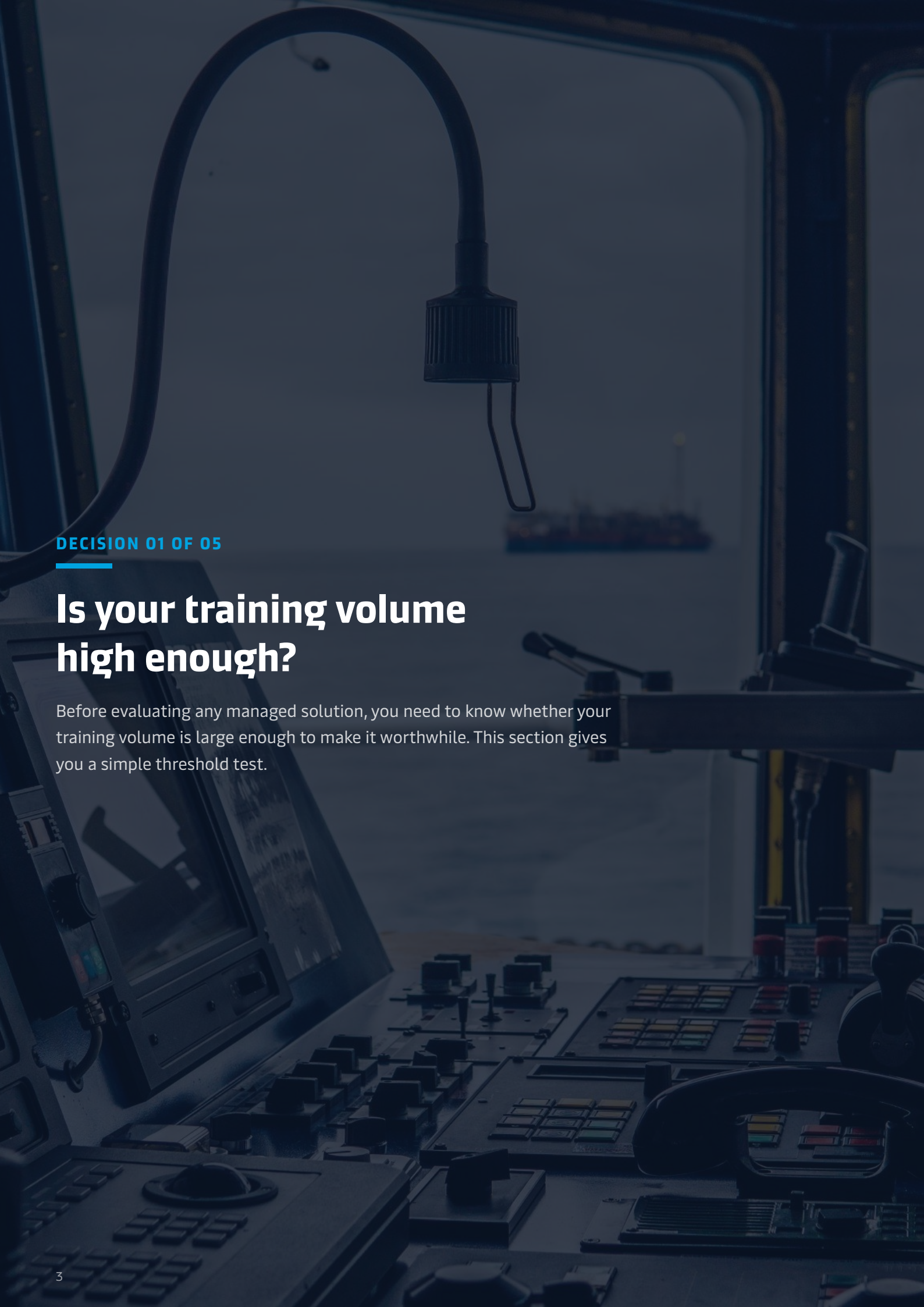
How to use this guide

Each section ends with a practical tool — a question to answer, a number to calculate, or a matrix to complete. By the end, you will have a clear view of whether a managed solution makes sense for your operation, and what a sensible first step looks like.



DECISION 01 OF 05

Is your training volume high enough?

Before evaluating any managed solution, you need to know whether your training volume is large enough to make it worthwhile. This section gives you a simple threshold test.

Is your training volume high enough?

Most operators underestimate how much time their training coordinator spends on administration. Before you can evaluate whether a managed solution makes financial sense, you need an honest picture of your current workload.

Five questions to answer first

1. How many individual training bookings does your team process per month?
2. How many separate training vendors do you currently manage?
3. How many invoices does your finance team process for training each month?
4. How many hours per week does your coordinator spend on training admin?
5. How many personnel have mandatory certifications that require renewal tracking?

The threshold

A managed solution typically becomes cost-effective when an operation crosses at least two of the following thresholds:

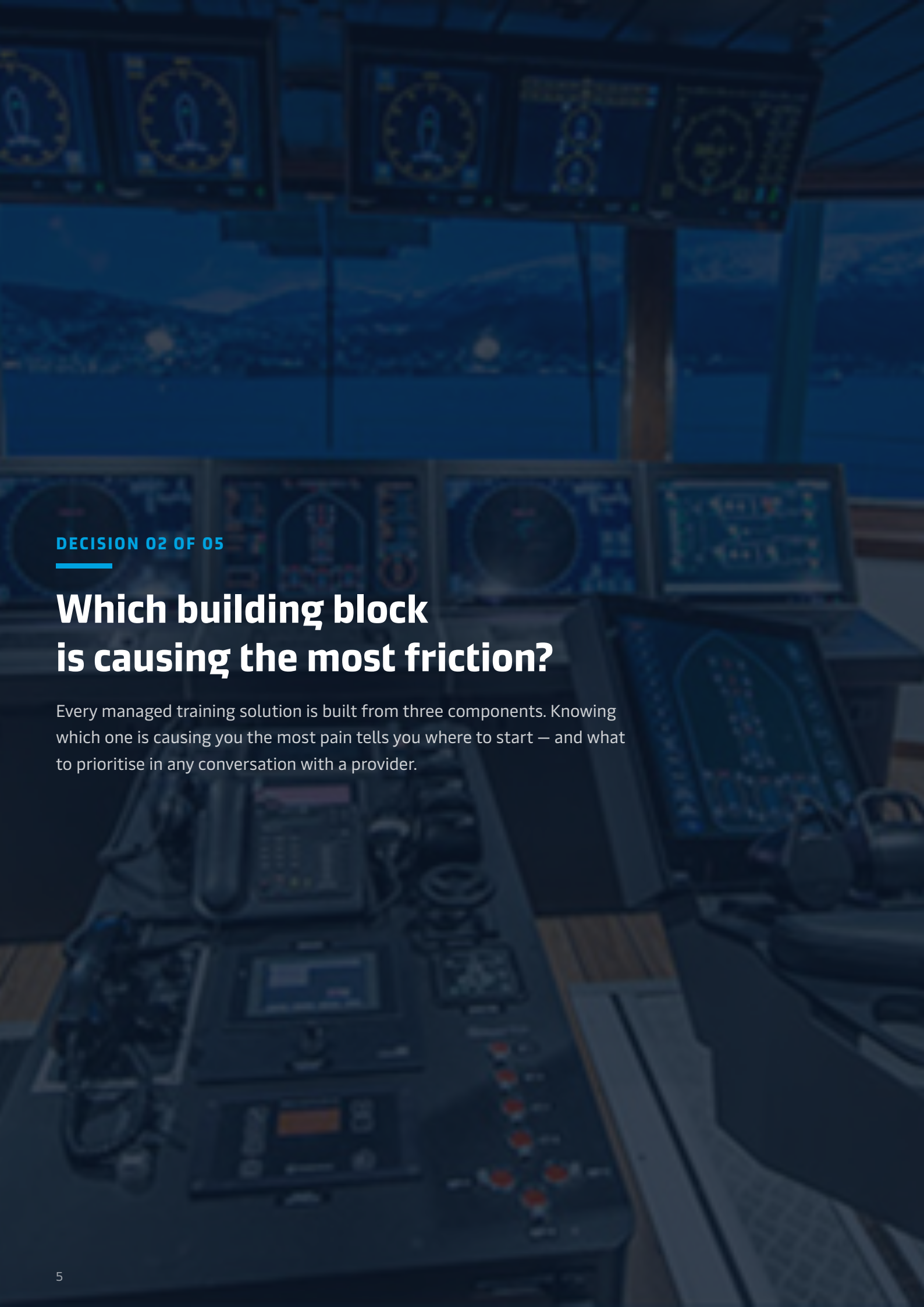
- More than 50 bookings per month
- More than 5 active vendors
- More than 10 invoices per month
- More than 15 hours/week on admin
- More than 100 personnel with tracked certs

60%

of a training coordinator's time is typically spent on bookable admin that could be automated

REFLECTION QUESTION

If your coordinator left tomorrow, how long would it take a replacement to understand your training obligations? If the answer is "weeks" rather than "days", your operation is likely carrying more complexity than it needs to.



DECISION 02 OF 05

Which building block is causing the most friction?

Every managed training solution is built from three components. Knowing which one is causing you the most pain tells you where to start — and what to prioritise in any conversation with a provider.

The three building blocks of a managed solution

When you look at any managed training solution, it will be built from three components. Understanding which is causing you the most friction tells you where to start — and how to evaluate a provider's offer.

1. Booking Management

Course bookings, scheduling, vendor coordination, travel and accommodation, certificate handling. The highest-volume admin task for most coordinators.

2. Financial Management

PO-based bookings, invoice consolidation, vendor payments, VAT handling, single monthly invoice. Reduces vendor sprawl immediately.

3. Vendor Management

Vendor sourcing, pricing transparency, contract management, qualification and onboarding, performance monitoring. Scales with your vendor count.

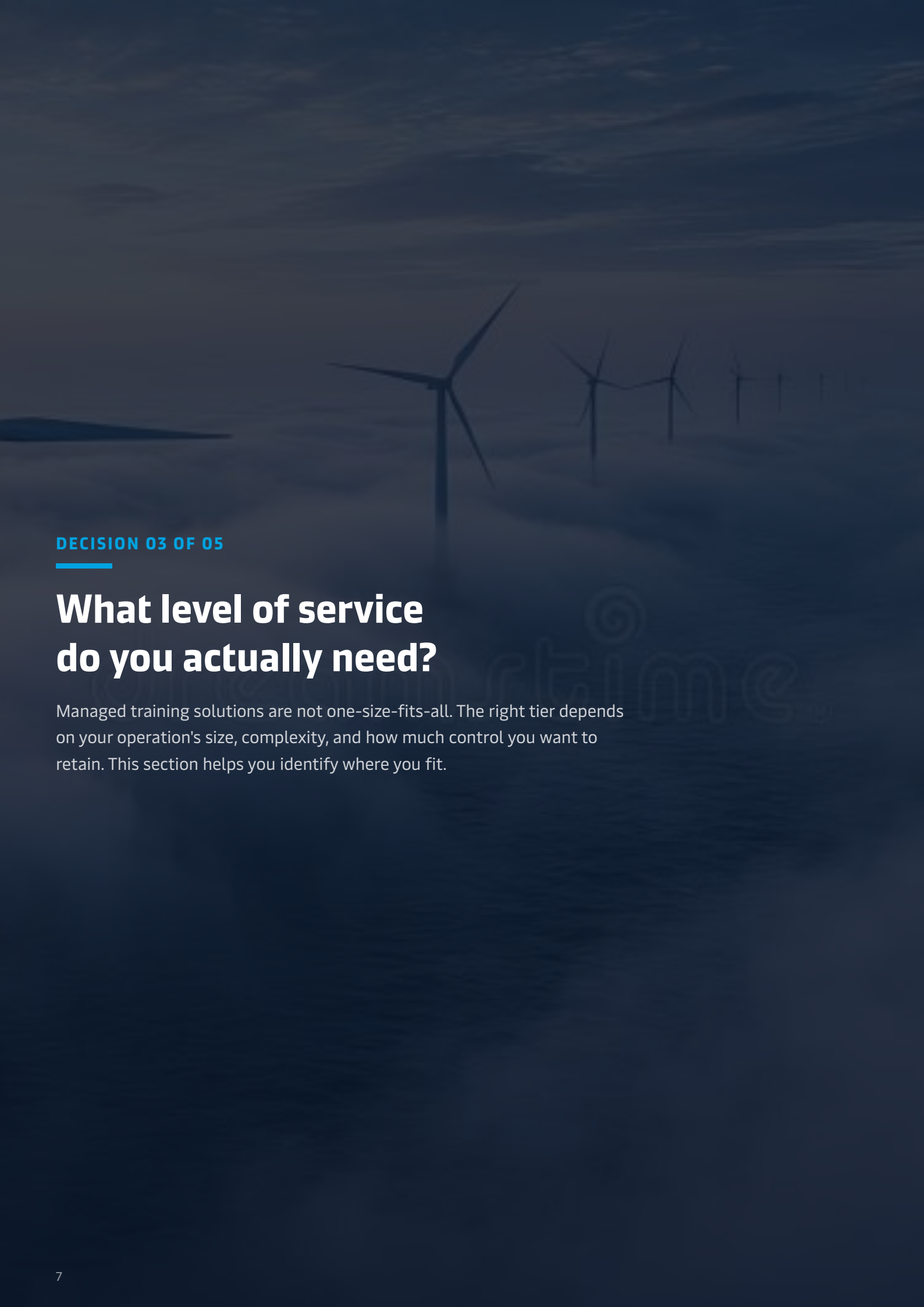
What to hand over

- Routine booking administration and scheduling
- Invoice processing and vendor payments
- Certificate tracking and renewal alerts
- Vendor sourcing for standard course types

What you keep

- Strategic decisions about training requirements
- Approval of new vendor relationships
- Oversight of compliance and audit readiness
- Judgement calls on your specific operation

> "A managed solution does not replace the training manager. It frees them to focus on higher-value work and ensures compliance is consistently higher."
>
> — Head of Training Management Services, Maersk Training



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What level of service do you actually need?

Managed training solutions are not one-size-fits-all. The right tier depends on your operation's size, complexity, and how much control you want to retain. This section helps you identify where you fit.

What level of service do you actually need?

Maersk Training's managed solution comes in three tiers. Each is designed for a different operational profile. The right starting point is not always the most comprehensive option — it is the one that solves your most pressing problem without creating unnecessary complexity.

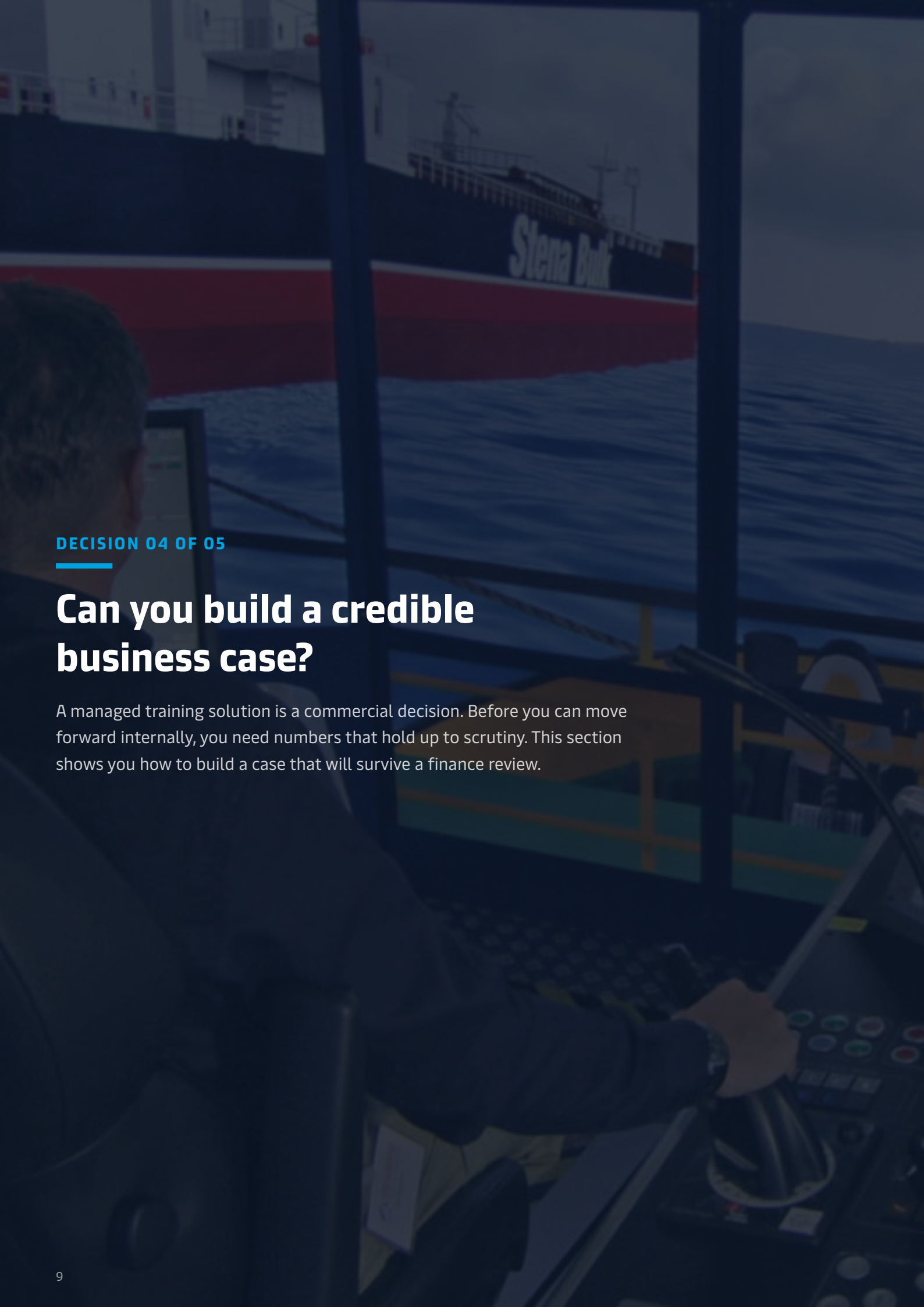
Tier	Best suited for	What is included	What you manage
Essential 50–150 bookings/ month	Operators with high booking volume but limited vendor complexity	Booking admin, certificate tracking, single monthly invoice	Vendor relationships, compliance decisions
Core 150–500 bookings/month	Operations with multiple vendors and finance complexity	All Essential plus vendor management, PO processing, live dashboard	Strategic training decisions, audit sign-off
Professional 500+ bookings/ month	Large operators, multi-site or multi-region	All Core plus dedicated account team, custom reporting, global vendor network	High-level oversight only

WORTH KNOWING

There is a real difference between a training tool and a managed training solution. A tool gives you software. A managed solution includes the people, the processes, and the accountability. Most operators who have tried software-only solutions find they still need someone to run it.

REFLECTION QUESTION

Which tier matches your current booking volume? And which tier matches the level of complexity you are actually dealing with? If those two answers are different, start with the higher one.



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Can you build a credible business case?

A managed training solution is a commercial decision. Before you can move forward internally, you need numbers that hold up to scrutiny. This section shows you how to build a case that will survive a finance review.

Can you build a credible business case?

The ROI calculation for a managed training solution is straightforward. The challenge is gathering the right inputs. Most operators find that when they actually count the hours their team spends on training administration, the numbers are larger than expected.

The calculation

Current admin cost (annual)	Hours/week × hourly rate × 52
Minus: managed solution fee (annual)	Quoted annual fee
Equals: net saving ÷ fee = ROI	**Typically 3–5× in year one**

What to include in your cost base

1. Coordinator time on booking admin (hours/week × annual rate)
2. Finance team time on invoice processing and vendor payments
3. Management time on audit preparation and compliance reviews
4. Cost of expired certifications and missed training windows

Example calculation

Coordinator: 20 hrs/week × £35/hr × 52	£36,400
Finance: 5 hrs/week × £40/hr × 52	£10,400
Audit prep (3 days × 2 audits × £350/day)	£2,100
Total current admin cost	**£48,900**
Minus: TMS annual fee	£14,000
Net saving in year one	**£34,900 (3.5× ROI)**

WANT THE PRECISE FIGURE FOR YOUR OPERATION?

The Training Cost of Complexity calculator builds your actual number from 12 cost components in about 30 minutes — and generates a branded PDF you can take to your leadership. Free, no obligation.

maersktraining.com/tms/calculator

4×
typical reduction in vendor invoices

<4h
audit prep with live dashboard vs. 3 days manually

3–5×
ROI in year one for Core and Professional operators

CASE STUDY

From spreadsheets to a single dashboard

HOW ONE OPERATOR REDUCED TRAINING ADMIN BY 60%

The situation

A mid-sized offshore drilling operator in the North Sea was managing training for 340 offshore personnel across four vessel classes. The training coordinator was spending 22 hours per week on booking admin, chasing certificates, and preparing for quarterly audits.

The finance team was processing invoices from 14 separate training vendors each month. There was no consolidated view of certification status across the fleet.

What changed

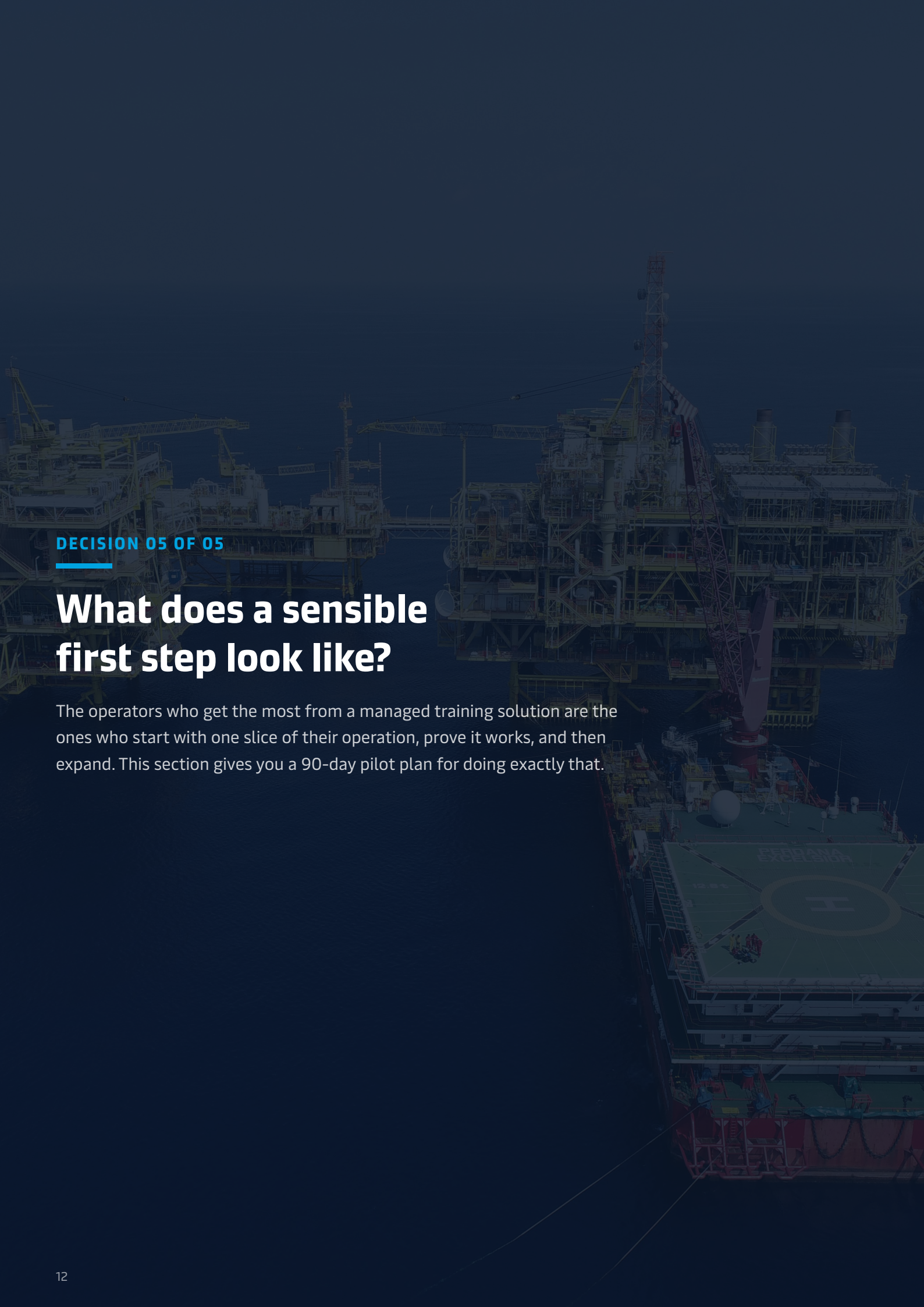
1. All 14 vendors consolidated into a single TMS contract. One invoice per month.
2. Live certification dashboard deployed. Expiry alerts automated for all 340 personnel.
3. Coordinator handed over booking admin. Retained oversight and exception handling only.
4. Audit preparation reduced from 3 days to under 4 hours using the live dashboard.

60%
reduction in coordinator admin time within 60 days

14 → 1
vendor invoices consolidated to one per month

4.2×
ROI achieved in year one including all transition costs

> "The dashboard alone was worth it. We went into our last audit knowing exactly where every certificate stood. That had never happened before."
>
> — Training Coordinator, North Sea Drilling Operator



DECISION 05 OF 05

What does a sensible first step look like?

The operators who get the most from a managed training solution are the ones who start with one slice of their operation, prove it works, and then expand. This section gives you a 90-day pilot plan for doing exactly that.

A sensible first step: the 90-day pilot

You do not need to hand over your entire training operation on day one. The most effective approach is to start with one region, one vessel class, or one category of training — run it for 90 days — and then decide whether to expand.

Phase	Activity	What you should see
Days 1–30 Setup	Data migration, vendor onboarding, system configuration	All existing bookings visible in one place. First consolidated invoice received.
Days 31–60 Stabilisation	Coordinator hands over booking admin. Finance team stops processing individual invoices.	Coordinator time on admin drops by at least 40%. No missed bookings or cert renewals.
Days 61–90 Review	First performance review. Dashboard review with account team.	Clear data on time saved, cost per booking, vendor performance. Decision point on expansion.

WHAT GOOD LOOKS LIKE AT DAY 90

Your coordinator is spending less than 5 hours per week on training admin. Your finance team is processing one invoice per month. You have a live dashboard showing certification status across your operation. And you have enough data to decide whether to expand the scope.

DAY 75 DECISION POINT

At day 75, Maersk Training will present a performance review. You decide whether to expand to additional regions, vessel classes, or training categories. There is no obligation to expand — but most operators do, because the data makes the case clearly.

NEXT STEPS

Ready to move forward? Here is how to start.

If you have worked through the five decisions in this guide, you should now have a clear view of whether a managed training solution makes sense for your operation. The next step is a conversation — not a commitment.

Not ready to talk yet? Take the 2-minute audit.

Before you commit to a scoping call, you can get a ballpark figure for your hidden training costs. The online audit takes two minutes and unlocks access to the full Training Cost of Complexity (TCOT) calculator.

The full calculator builds your actual cost figure from 12 components and gives you a branded PDF for your leadership — free, no obligation.

Take the audit → maersktraining.com/landingpage/training-audit

01 · Scoping call

A 30-minute call with a TMS specialist. No slides, no pitch. We listen to your operation and give you an honest view of whether a managed solution fits.

02 · Operations review

We review your current training volumes, vendor list, and admin workload. We give you a clear picture of where the inefficiencies are.

03 · Proposal

A tailored proposal with a recommended tier, a 90-day pilot plan, and a clear ROI estimate based on your actual numbers.

What you have covered

- Whether your volume justifies a managed solution
- Which building block is causing the most friction
- What tier of service matches your operation
- How to build a credible internal business case
- What a sensible 90-day pilot looks like

Get in touch

Speak to a Training Management Services specialist at Maersk Training. We work with operators in offshore, maritime, renewables, and industrial sectors across Europe, the Americas, Asia, and the Middle East.

Email: tms@maersktraining.com
Web: maersktraining.com/tms
Book a scoping call: maersktraining.com/tms/scoping-call

ABOUT MAERSK TRAINING

Delivering safety and competence training for over 50 years

Maersk Training operates 24 of its own training facilities in 9 countries, works with 500+ vetted partner providers, and runs training out of 535+ total locations worldwide. Our managed solutions are used by major offshore drilling, shipping, and renewable energy operators in Europe, the Americas, Asia, and the Middle East.

24
TRAINING FACILITIES

500+
VETTED PARTNER PROVIDERS

535+
TRAINING LOCATIONS

50+
YEARS IN OPERATION

MAERSK TRAINING

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