

## CASE STUDY

# CUSTOMIZED BLENDED TRAINING HELPS TOP FINANCIAL INSTITUTION STAY COMPETITIVE AND INCREASE PRODUCTIVITY OF HUNDREDS OF PROJECT MANAGERS AND BUSINESS ANALYSIS WORLDWIDE

By NETCOM LEARNING

## The Client

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Our client is a renowned financial services company having presence in 24 countries worldwide. With headquartered in Switzerland, and having an employee strength of around 60,000 globally, it provides superlative services addressing the requirements of wealth management, asset management and investment banking of their valuable customers both regionally and worldwide. This company has been ranked as world's biggest wealth manager valued at \$1.97 trillion in assets under management.

## The Requirement

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The company intended to:

- Enhance the efficiency of the project managers with top-ranking PMP and CBAP certification trainings
- Offer its project managers the opportunity for professional development to enable their career growth and help them perform their roles with enhanced efficiency
- Ensure that its project managers are highly skilled in their respective domains and follow best practices of the industry to improve their productivity
- Provide its project managers with improved communication skills to interact effectively with the stakeholders while employing the best practices

This client approached NetCom Learning to help in strategizing an ideal training solution to allow its employees to acquire far-reaching project management skills for enhanced productivity and improved proficiency. This client appealed for extensive training in project management for its employees enabling them to achieve the most respected Project Management Professional (PMP) and Certified Business Analyst Professional (CBAP) certifications while motivating the project managers to certify the PMP and CBAP exams well in-time with good scores cost-efficiently.

## The Challenge

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Employees had to complete a part of the certification with qualified training of 35 hours. The challenge was that the company already had invested hugely in an on-the-shelf eLearning platform and wanted to productively utilize it as part of the project management training. On the same lines, this company accepted the fact that only an expert trainer can render the extensive training to achieve the certifications.

The major challenge was to adopt the best class training solution to address the learning needs of a dispersed group of Project Managers across the globe concurrently. Classroom-based training would involve more cost and time of the learners taxing their productive time to prepare for the certifications.

## The Solution

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NetCom Learning conducted an assessment to determine the actual training needs mapping to the company's budget and feasible timelines, and addressed the challenge of scheduling the PMP and CBAP certification trainings for the global workforce. NetCom Learning strategized a blended learning solution to enable Project Managers to utilize online, on-demand video content on its e-Learning platform along with the structured instructor-led classroom training. The training schedule was customized to two hours a day, once a week and the classes were conducted for eleven weeks. NetCom Learning ensured delivering across the board know-how with its Live Online capabilities, thereby minimizing the work interruption.

A specially designed Content Portal was available for access to all the learners, that allowed them to review the study materials and prepare for the upcoming class. Discussions on the key concepts, Q&A with the instructor, e-learning platform and case studies were the major training delivery tools. To save on costs of the classroom training, NetCom Learning provided conducted the training via live video streaming at diverse locations worldwide.

## Impact & Benefits

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NetCom Learning engaged a dedicated and project management certified instructor having 46 years of IT and business experience to train and motivate the Project Managers to comprehensively prepare for the PMP and CBAP exams.

The niche project management training helped several employees achieve the most sought-after project management certifications. The participant employees of this client continue to have access to the customized content and are using it at to continue developing their skills. This company witnessed drastic improvement in productivity and skills with NetCom Learning's training solution. The training also facilitated our client to identify potential areas of growth within the organization. Now, this client is working in association with NetCom Learning to devise a strategy for future training programs for its employees.

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We are NetCom Learning. We promote the values of lifelong learning.

NetCom Learning is an award-winning global leader in training, learning solutions, and talent development. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning.

With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

We believe that an organization's ability to learn—and translate that learning into rapid action—is the ultimate competitive advantage.



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