

Case Study

SkillPilot streamlines training delivery for US-based financial solutions company



The Customer

An industry-leading provider of innovative financial solutions and exceptional services, serving both the US and global markets. The client's comprehensive range of products and services for individual and corporate clients deserved an equally powerful LMS.

Testimonial

"SkillPilot revolutionized our learning journey! Their AI-driven learning platform not only boosted our business outcomes but also significantly improved customer satisfaction. Couldn't be happier!"

Julia Vaz
Chief Learning Officer



The Challenge

The company was grappling with these major challenges:

- Inadequate training resources and lack of progress monitoring.
- Lack of a centralized learning platform led to a 20-30% loss in productivity.
- Incompatibility of legacy system and data migration

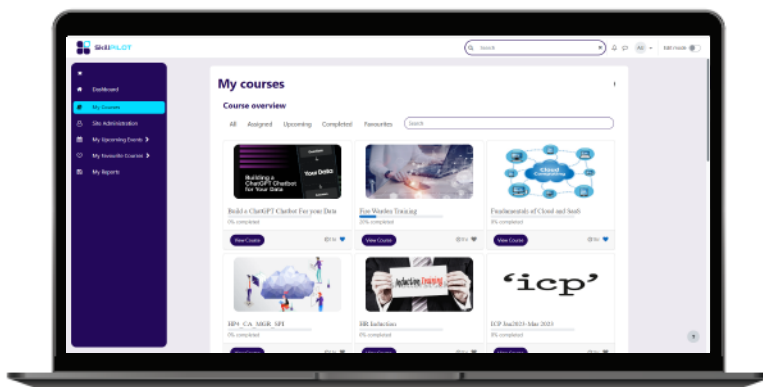
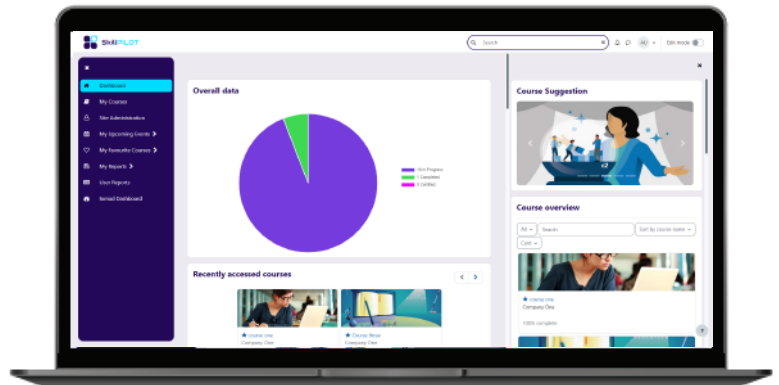
Business Outcomes

The implementation of SkillPilot organization-wide led to significant improvement in training outcomes:

- **20-30% ▲** in availability of comprehensive learning materials.
- **25-30% ▼** in time spent searching for relevant resources.
- **20-25% ▲** in alignment with industry best practices & compliance regulations.
- **15-20% ▲** in uniform knowledge & skill acquisition across teams.
- **25-30% ▲** in performance metrics.
- **15-20% ▲** in customer satisfaction scores.

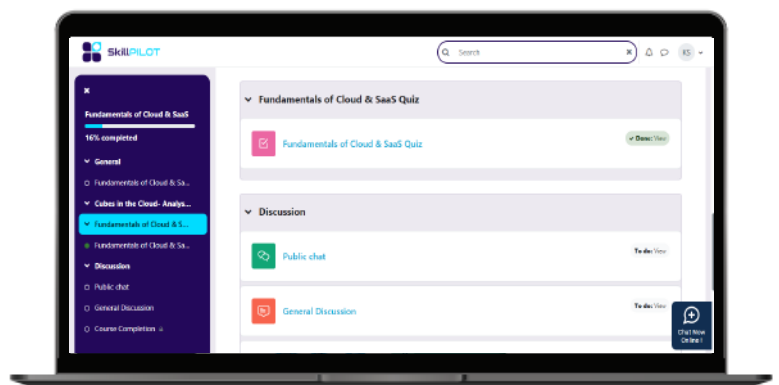
Key Objectives

- ① **Centralized Repository:** An ideal solution must consolidate all training resources and learning materials for easy access at a single place.
- ① **Progress Tracking:** Enable robust analytics functionalities in the financial services LMS to track learner performance, identify improvement areas, and enhance learning outcomes through timely interventions.



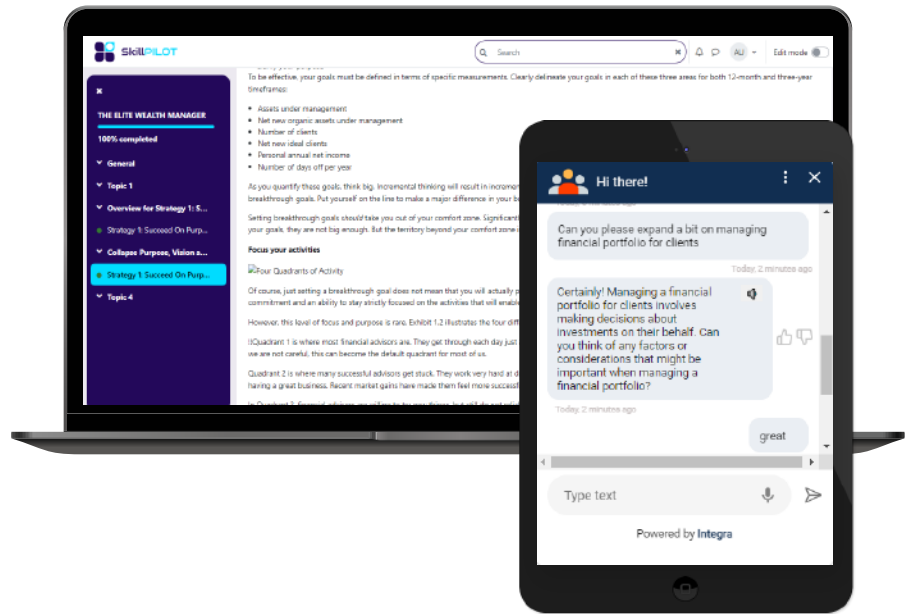
- ① **Standardized Training:** To ensure uniform learning and compliance training for financial services across the organization, the LMS must standardize all content across training modules, facilitating consistent, up-to-date and cohesive learning experiences.
- ① **Privacy and Security:** The highest levels of security and privacy are crucial for financial institutions. The LMS should, therefore, be compliant with the stringent data privacy regulations and confidentiality of employee training records.

- ① **Seamless Integration:** The LMS needs to be compatible with the client's existing legacy systems and infrastructure.
- ① **Data Migration:** A robust data migration plan is required to transfer training data from legacy systems to the new LMS, while preserving historical records, maintaining data integrity, and minimizing operational disruptions.



The Integra Solution

- The financial solution provider sought a futuristic solution for learning needs.
- Integra's cloud-based LMS, SkillPilot, perfectly fit their requirements.
- Extensive discussions led to a customized, scalable, and secure platform.
- Platform achieved all key objectives: AI-powered virtual tutor, real-time feedback, performance tracking, and analytics.



With powerful integration capabilities, SkillPilot offered significant benefits:

- Enhanced training resource availability through a centralized platform with up-to-date materials.
- Uniform knowledge and skill development achieved with standardized training content.
- Improved employee performance and customer satisfaction from better training outcomes.
- Smooth transition to the LMS for finance training with compatibility and easy data migration.
- Enhance privacy and security of business and learner data with GDPR compliance





About Integra

- 28 years of experience in providing comprehensive digital content solutions and e-learning services
- Applied innovation using AI/ML, NLP, Deep Learning, RPA, and Blockchain
- Technology-agnostic frameworks for accelerated and seamless deployment
- Niche product development experience, over 8 SaaS platforms used by publishers

Awards



Certifications



For more information, please visit
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