

CASE STUDY

TOP FINANCIAL INSTITUTION STREAMLINED PROCESSES FOR FASTER PROJECT DELIVERY, WITH STRATEGIC & EFFECTIVE ADOPTION OF PROJECT MANAGEMENT

By NETCOM LEARNING

Projects are essentially people-driven, and so is finance. What project managers bring to the table is the ability to see the big picture, to envision a project from every possible angle, and to put all the diverse puzzle pieces together efficiently. However, every project also needs a manager who has the necessary soft skills to lead a team and, ultimately, an organization toward success.

Our client is a renowned financial services company. They provide wealth management, asset management, and investment banking services worldwide.

Projects in the financial industry are often high-risk. That is why financial institutions rely heavily on project managers to ensure these initiatives meet regulatory deadlines and drive business growth. Our client knew that mindful project management is a growing and complex discipline that they needed to develop, implement, and manage to work efficiently and optimally.

And in order to achieve these goals, this organization turned to NetCom Learning.

We developed blended training solutions for our client's employees to master project management and boost their efficiency, thereby accelerating their acquisition of industry secrets to effective project management. Let's see how we did it.

The Urgent Need of the Financial Industry to Adapt and Innovate

Ever-evolving technology, in addition to changing consumer behaviors, has placed tremendous demands on the financial industry to adapt and innovate. Since the client could not ensure that compliance projects meet regulatory deadlines, which is a crucial function of finance PMO (Project Management Organization), it needed to upskill its project managers. A well-skilled team of project managers can tie all these requirements together, package them, and deliver the completed project. This is where Netcom Learning pointed out the need for a blended training solution that could expand their personnel's overall skills to overcome these challenges.

The client's primary goal was to enhance the project managers' efficiency for faster project delivery and improve their communication skills so that they could interact effectively with the stakeholders. NetCom Learning provided a training solution that included extensive training in project management via Project Management Professional (PMP) curricula, a Certified Business Analyst Professional (CBAP) training that provides a creative approach to optimize delivery and engage PMs without disturbing daily activities and tasks.

Crossing the Learning Bridge: Addressing skills with hybrid and pro-active learning

First, NetCom Learning conducted an assessment to determine the actual training needs, based on the company's budget, as well as feasible timelines. Then NetCom Learning addressed the challenge of scheduling the PMP and CBAP certification training for the global workforce.

As per the client's requirement, and based on our assessment results, we strategized a blended training solution to enable project managers to utilize online, on-demand video content on its e-Learning platform, including Virtual Instructor-led (vILT) training.

Our training solution included:

- Training via live video streaming at diverse locations worldwide to save on classroom training costs;
- A specially designed Content Portal that allows all learners access, enabling 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 as the primary training delivery tools;
- Customized schedule to two hours a day, once a week, and the classes were conducted for eleven weeks; and
- Delivery across the board with our vILT capabilities, thereby minimizing work interruption.

Exclusive Project Management Certifications & Drastically Improved Productivity: Two Big Wins

Our training allowed this company to adopt the right project management methods that helped increase efficiency organization-wide, from trade financing to integration management and customer management.

Our training helped the client's personnel in the following areas:

- Utilizing an on-the-shelf e-Learning platform, which the company already had invested in as part of project management training;
- Saving the learners money and time with vILT sessions in place of classroom-based training, which allowed them to prepare for the certifications; and
- Enhancing their efficiency with top-ranked Project Management Professional (PMP) and Certified Business Analyst Professional (CBAP) certification training.

With our customized blended training solution, this company's personnel were able to achieve the most exclusive project management certifications. They experienced a drastic improvement in productivity and skills.

The training also facilitated our client to identify potential areas of growth within the organization. They are now working in association with NetCom Learning to devise a strategy for its employees' future training programs.

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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.



info@netcomlearning.com



(888) 563-8266



www.netcomlearning.com