

To outperform the competition, financial services organizations need their employees to have an in-depth understanding of their products and services. It is also critical to enforce compliance with strict processes, regulatory requirements, and accreditation, which become complicated as you look across job roles and locations.

Around the world, financial services companies use the SumTotal® Enterprise Suite™ for learning and performance management to increase individual productivity, generate business results, and streamline organizational efficiencies, while adapting to unique workflows and business processes. SumTotal strengthens client performance and profitability by revolutionizing management, optimization, and deployment of talent and knowledge. Our innovative software products, category leadership, and applied insight strengthen business and improve efficiency.

### **Increase Revenue And Customer Satisfaction**

Whether in a contact center selling a myriad of products or providing selected financial services to high-value clients, when your employees and agents feel knowledgeable and confident, they generate more positive interactions with customers.

With SumTotal Enterprise you can:

- Segment audiences by role and location with learners automatically assigned to learning tracks and activities
- Easily blend online and offline activities, including on-the-job training, seminars and mentoring
- Register one time for multiple activities within a curriculum saving time and confusion for learners
- Provide training in easy-to-learn, short modules taken during slower times, offline or after the shift, increasing time with customers or improving key call metrics
- Assign calls to the best-skilled agents

### **Develop Leadership Capabilities in your Organization**

Better talent means better results, so it is essential to be able to identify and develop your best and brightest as soon as possible. In addition, providing growth paths and incentives for employees to stay will help the company manage turnover costs, while decreasing time-to-proficiency. With SumTotal Enterprise, you can:

- Automatically set up and push required training to employees and partners and new hires
- Create automated and complex training plans leveraging existing courses and learning objects
- Nominate and designate key employees for leadership training
- Assess skills and competencies to develop personnel and determine succession plans

# Financial Services

## SOLUTION DATASHEET

### Easily Track, Monitor and Manage Certifications and Compliance in a Central Location

To meet accreditation and regulatory compliance standards, it is the financial services organization's responsibility to ensure that each employee is trained to the level of their job function, and they must be able to demonstrate this as required by government agencies. For internal quality processes, such as SOX or SOPs, showing evidence of training is critical, but the training should also be integrated into the appropriate workflows to the extent needed. With SumTotal Enterprise, you can:

- Easily get status on whether employees in certain job roles or locations completed training and/or face upcoming expirations
- Increase productivity with individual reports and business dashboards giving regular updates on training gaps and impact on operations, by location, organization or individual
- Reduce exposure to litigation and fines by centrally tracking training and completions
- Maintain competence with periodic assessments and blended offline learning to include on-the-job training and seminars
- Proactively manage certifications and upcoming expirations to avoid lapses in licensing
- Out of the box, easily customized reports with drag-and-drop functionality, as well as a reporting framework to build individual reports that are immediately available
- Audiences, giving user segmentation for easier targeting and administration of learning
- True blended learning, with the ability to create complex, blended training programs without restrictions on learning activities or resources
- Certification management allowing expiry notifications, assignment of required certifications, and views of held and expired certifications
- Audit trails and robust versioning capabilities
- Single, automatic registration for complete learning plans
- Tracks to define different learner paths within a learning activity
- Fulfillment activities to allow "equivalencies" or alternatives to a learning requirement
- Smart wait list capability with priority assignments, automatic notifications and holding times

Other features of the SumTotal Enterprise Suite that specifically benefit financial services companies include:

- Flexible architecture that adapts to the individual, organization and business by conforming to business terminology, structure and workflow

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