



Case Study: Fidelity Bank PLC

At Banker's Academy we firmly believe that the greatest resource of any organization is the potential of its people – so call us today and let us help you maximize your training efforts!

WHO IS BANKER'S ACADEMY

With over 25 years' experience, Banker's Academy is a leading global provider of training solutions to the financial services industry.

We have partnered with over 2,500 clients worldwide, with a focus on banks, credit unions, and money service businesses.

Our innovative programs and sophisticated technology combine to give your employees an unparalleled educational experience.

OUR TRAINING SPECIALTIES

Our tailored curriculum options cover many topics that fall under four core categories:

- Compliance & Regulatory.
- Banking & Financial Skills.
- Professional Skills.
- Systems Simulation Training.

OUR SERVICES

Our flexible service options cover:

- Exceptional, ready-to-deploy content.
- Custom content development.
- Full spectrum of delivery methods.
- World-class consulting.

For more information on any of our products or services please visit us on the Web at:

www.bankersacademy.com

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The Challenge

Fidelity Bank PLC has a vast number of branches and employees spread across Nigeria, some in remote locations. As Nigeria's infrastructure began to strengthen, the Bank was eager to provide a comprehensive, streamlined training strategy covering regulatory, functional, and behavioral courses across its corporate footprint. The Bank sought a solution that would prove to be reliable, cost-effective, and flexible for learners.

The Banker's Academy Solution

Comprehensive e-Learning program. Referred by our other satisfied clients in Nigeria, the Bank sought out Banker's Academy for an enterprise wide training solution. We implemented a full library of over 240 e-Learning courses, falling under three core categories: Compliance & Regulatory, Banking & Financial Skills, and Professional Skills .

Best in-class Learning Management System (LMS). The solution was deployed on Banker's Academy's new, industry-leading Learning Management System (LMS).

Unparalleled results. With this comprehensive, innovative e-Learning solution in place, the Bank is able to train all employees efficiently and effectively within a fluid, self-sustaining model, from an end-user perspective.

High-impact Results

All employees now receive comprehensive, required training through interactive learning and industry-leading instructional design.

- Employees can take training at their convenience, resulting in minimal disruption of the daily workflow.
- With the programs now established, the Bank can easily offer refresher training.
- The Bank saved considerable time, money, and resources while increasing their ROI.
- All training is standardized, administered, and monitored in an easy to manage centralized fashion.

Added value for your organization

- ◆ Comprehensive training at an affordable price.
- ◆ Elimination of travel time and expenses.
- ◆ Reduced training time.
- ◆ Consistent message across your footprint.
- ◆ Engaging and informative training experience.
- ◆ Improved retention of key learning objectives.



Leading the way with training solutions for the global financial services industry.

2,500 clients

| 25+ years of experience

| A partner you can count on