System Simulation Training

Systems conversions can be a long and bumpy road. Whether you are implementing a new system or you are upgrading your technology, systems conversion efforts consume a vast amount of company resources. The real challenge is providing your employees the training and practice they need to make the new system a success. So, how can you ensure your staff is ready to accurately process transactions when you flip the switch? The answer is Systems Simulation Training (SST).

Our customized solution provides your staff hands-on experiences via a three step process model:

Observe: Participants are introduced to your new workflow, steps, screens, and documents associated with the new transaction procedure.

Practice: After reading a realistic customer transaction scenario, participants perform the steps of the transaction in a real-life, simulated environment with a step-by-step guide.

Demonstrate: Participants practice their mastery of the procedures by handling common business scenarios while receiving immediate feedback on their number of keystrokes and/or mouse clicks.

All Banker's Academy SST solutions are deployed on our industry leading Learning Management System (LMS) that provides robust tracking, reporting, and a wizard-like authoring tool.

If you would like to train your staff to be more effective and efficient on your system, call 888.433.2666 or +1.215.542.6900 to speak to a Banker's Academy representative today!

Banker's Academy's SST solution benefits include:

- Hands-on practice in a guided, simulated environment that looks and feels like the live system.
- Seamless knowledge transfer while maintaining an optimal customer experience.
- Improved user performance and system acceptance to maximize ROI.
- Expert customer service from knowledgeable, proficient employees.
- Reduced training cost and time.
- Standardization and consistency of training content delivered to users, regardless of location.

SST is the perfect solution for:

- New systems implementations.
- System upgrades or new releases.
- End user training for new hires and existing staff.
- Refresher and on-going training after initial rollout.

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