

Training Simulation Facilitates Simultaneous Global Roll-Out of Standard Chartered's Future Bank

Verisim Case Study

Client: Standard Chartered Bank

Simulated Systems: Future Bank System

Simulations Uses: Employee Application Training

Overview

The purpose of this Case Study is to show how - with the help of a **Verisim** simulation - **Standard Chartered Bank** was able to **train thousands of employees, simultaneously, in multiple locations around the world** ahead of the live deployment of a new enterprise-wide banking application.

About Standard Chartered

Standard Chartered has a network of over 1,400 branches in more than 50 countries across the Asia Pacific Region, South Asia, the Middle East, Africa, Europe and the Americas. It employs more than 65,000 people, representing more than 100 nationalities.

The Challenge

Standard Chartered Jersey's Future Bank project aimed to implement a new global banking platform to streamline all client-facing activities.

The project would mean a major culture-change for all employees. A sophisticated solution was required which could deliver the requisite level of training and guidance on the new system for contact centre, relationship management and operations staff at Standard Chartered Bank in Dubai, Jersey, Hong Kong, Chennai, London and Singapore.



Employees had to be trained as rapidly, consistently and simultaneously as possible – with their progress being monitored from Jersey.

All the training needed to happen well before the new system was ready to go live so that the company could start reaping the rewards of its investment immediately it went live.

The Solution

Standard Chartered Jersey engaged Verisim to create an innovative blended solution to overcome the daunting training challenge.

Within 11 weeks Verisim delivered a fully-interactive, simulation-based training solution with all the appearance and key functionality of the new Future Bank applications. The solution focused on allowing trainees to learn and explore a number of key workflows. As well as allowing staff to experiment freely with a realistic simulation of the system, the solution also incorporated self-paced training tutorials, three engaging testing methods as well as real-time trainee and trainer reporting modules, in order to remotely monitor all training progress.

Key Benefits

- Employees trained ahead of time
- Seamless transition of old to new systems
- Reduced cost/dependency of training systems
- Better trained employees
- Training anytime, anywhere
- Reduced ongoing support costs

Tricia Caldeira, Training Manager for the Future Bank project, said: “I was naturally sceptical about how the Verisim product could be any different. However, it really is like using the live applications - but without any of the risk associated with the live applications while they are still being tested.”

Alison McFadyen, Programme Director at Standard Chartered Jersey, said: “Verisim’s simulation-based training matched all the challenges the project presented. No other solution would have allowed us to start training so early, manage it from one place, and safely provide such a high level of realism with such detailed support.”