



**Client: - A large NBFC**

**Requirement: - Product Training**

The client was an MNC and a large Non-Banking Financial Company. They sold various financial products across the world. And their products were location specific. They wanted us to train over 300 employees on their products.

The product had differences based on the location of the customer. While the product remained the same but there were few differences which varied from city to city as well. Now these 300 plus employees were spread across the country. The organization wanted the training done in a very short time frame as they were applying for a major certification. And all the employees had to be trained before that.

The GO Accomplish team started first by speaking with the management and product experts. This helped us understand the base product. We realized that we would need 6 weeks to develop a program to deliver the training.

As the employees were spread across the country and it was a short time frame we decided to train via e-learning.

Our e-learning experts sat with the client and re-defined the process. We created a module for the base product and sub products which were classified under the regions of the country.

In 4 weeks all the courses were planned and developed. Once the content was ready, our client informed their employees. The online training program was completed within the 2 weeks. The entire program was put into action on a Learning Management System (LMS). The users were also given specific regional rights.

Technical and content clarifications were provided without delays. We had a centralized technical and operational support system running in Chennai for 2 weeks. To ensure this mode of training was effective we even designed online tests after which certificates were provided.

This was successful because at the end of the 6 weeks the company went ahead to get certified and were happy with the results they saw in their employees once the training program finished.