

# CASE STUDY

## How EdCast transformed a Leading Global Bank's L&D Ecosystem with an Employee-Centric LXP

### BRIEF ABOUT CLIENT

The client is part of a leading global financial services group, with history of more than one and a half century in global markets. Their purpose is to drive commerce and prosperity through their unique diversity, heritage and values. With more than 80,000 employees, the bank's network serves customers in close to 150 markets worldwide. The client supports both individual and corporate clients to build wealth and drive commerce. They offer an entire range of financial services across personal, priority and private banking as well as business, corporate, commercial & institutional banking.

The client strongly believes in creating an inclusive environment that embraces different perspectives, skills, experiences, ways of working and leadership styles. They thrive for people to innovate together, generate new ideas and work collaboratively to create an impact in the industry.



### VISION FOR A PERSONALIZED LEARNING PLATFORM

Being a bank that has a legacy of more than one and a half century and having a workforce that is global in nature with diverse backgrounds, providing an unified personalised experience for all employees is critical yet challenging.

Recent digital disruptions in the banking and financial services sector have transformed the way business operates. This has in turn escalated the need to continuously reskill and upskill the workforce.

The L&D team at our client was thus looking for a modern L&D platform that could solve their key problems:

- How to train, nurture and develop the workforce with future-ready skills. The skills of tomorrow need to be developed today in order to have a productive workforce.
- How to build a personalised and engaging learning ecosystem for learning and growth of employees with the help of new-age digital technologies.
- How to rejuvenate standalone learning systems for achieving a wider 'People Integration' - of talent and skills with workplace performance.

The bank was also looking to change the culture of compliance-based learning by addressing top five L&D priorities for their employees:

- Inducing Diversity and Inclusion in organization
- Developing a skills framework which promotes courageousness, managing ambiguity, nimble learning and situational adaptability
- Covers industry leading technologies like AI, Blockchain, Big Data etc.
- Create experts in Data and Analytics domain
- Deploy Innovative and intuitive ways of learning

In summary, the bank needed a learning & skilling platform with the following four foundational pillars:



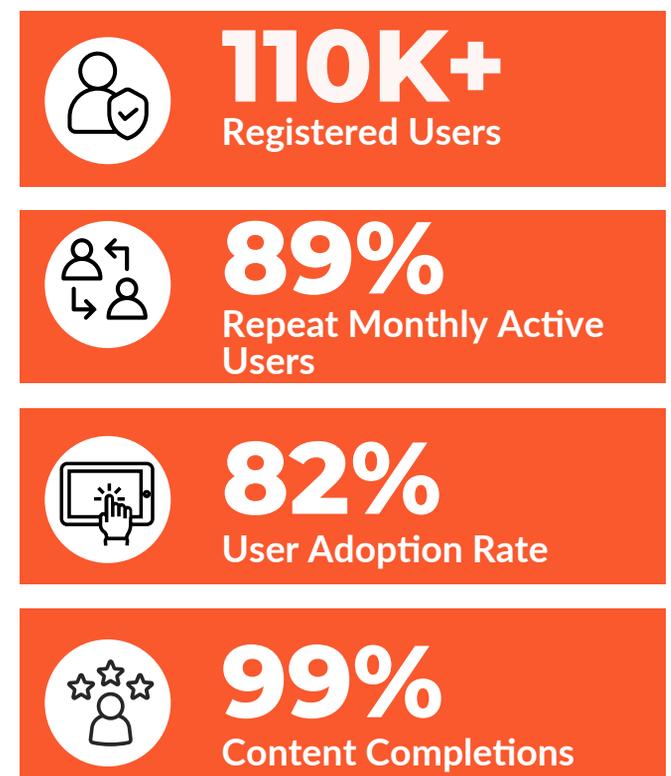
## SOLUTION: EDCAST LXP

The learning experience platform crafted for the bank by EdCast focussed mainly on emerging disruptions in banking technologies like Blockchain, IOT & artificial intelligence etc. Custom pathways, journeys were created for the personalised and a gamified experience for learners. EdCast's LXP transformed the learning ecosystem of the bank by helping them transition away from classroom based one to many training to completely digital & personalised experience globally.

Employees were enabled with unified discovery and access of internal and external third party content providers, all integrated inside the LXP. Learners got access to content curated by experts and other online training courses. Separate channels were created for the top five skilling priorities i.e. diversity and inclusion, development of skills framework, getting skills in emerging technologies, data and analytics and innovative ways of learning. There was also a special focus on soft skills development aimed at driving personal growth of employees.

## THE IMPACT

EdCast helped the bank transform L&D with a platform that is experience focused, user centric, intuitive and easy to use. The platform enabled the users to learn on-the-go, in the flow of work and also curate content & learning pathways. This resulted in significant improvement in key L&D success metrics like:



## ABOUT EDCAST

EdCast, now part of Cornerstone, offers a unified Talent Experience Platform designed to operate end-to-end employee experience journeys spanning learning, skilling and career mobility. Its award-winning platform is used internationally by organizations ranging from large Global 2000 companies to small businesses and governments. With EdCast's platforms, organizations are able to attract, develop and retain a high-performance and future-ready workforce. EdCast's offerings include its Learning Experience Platform, Spark for SMBs, Content Strategy & Solutions and MyGuide Digital Adoption Platform. EdCast is a World Economic Forum Technology Pioneer award recipient.

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