



Axis Bank – A Success Story

Axis Bank Limited (formerly UTI Bank) is the third largest private sector bank in India. It offers financial services to customer segments covering Large and Mid-Sized Corporates, MSME, Agriculture and Retail Businesses.

The challenges

- Disparate separate systems being used for online testing and e-learning delivery. Consolidation of systems was an urgent need. No support for managing and tracking attendance on traditional classroom trainings
- Rudimentary LMS with only basic features for online testing and e-learning. Blended Learning support and collaboration with various business teams was need of the hour.
- Training records for classroom trainings was manually maintained and reported leading to administrative overheads and data inconsistencies. Training data compilation and reporting was a herculean task – regulatory authorities required quick turnaround of training and compliance data from the bank.
- Outgoing LMS was not equipped to handle high usage scenarios leading to frequent slowdown and reporting issues.
- 40,000+ employees needed to be assessed and trained regularly for compliance requirements.
- Requirement to conduct online tests for 40,000+ employees within short notice with 6,000 to 8,000 employees attempting tests every day.

CASE STUDY



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- Internet Vulnerability was a major concern since the existing LMS was only available from servers hosted by the vendor.
- Availability of low Internet / Intranet bandwidth at remote bank branches was a major concern hence any successful e-learning / LMS initiative required a mechanism to overcome this challenge.
- Since organization wide learning tracking was related to compliance ratings, Short deadline set to get the new LMS up and running.
- Integration with multiple systems (HRMS, Talent Management Systems) a critical requirement for success of any LMS initiative.
- Existing LMS was incapable of delivering course material over Mobile devices
- Ever-changing regulatory scenarios and product portfolio required constant updates to online test question bank and training content. Required an authoring system that allowed real-time updates and publishing of training material to end users quickly.
- Existing LMS unable to host and deliver 3rd party off the shelf e-learning courses from their Content Delivery network.

The solution

- Tata Interactive Systems Learning Planet® Enterprise LMS was selected by Axis Bank after review of multiple LMS products. TIS offered its LMS under a perpetual license model as it offered long period of licensing without adding to the OPEX.
- Learning Planet® Enterprise was implemented in a staggered manner which involved Out of box implementation (with Branding) for quick rollout and then further releases were

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- Information at finger tips – Reports are readily available to project learning interventions and dashboard - all under one roof. This includes data for classroom trainings, e-learning and online tests.
- Interactive and Engaging E-learning made available to employees placed at remote locations using the Offline Course player.
- 40,000+ employees undergoing training through redundant failsafe and secure infrastructure.
 - o Course taking concurrency of > 10% (4000 – 5000 users)
 - o Assessment taking concurrency > 15% (6000 – 8000 users)