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Caisse des Dépôts Develops One-Third of all Company Training with Assima

1,100
Trained Agents
in France

10
Different
Applications

33%
Of All Company Trained
using Assima

Challenges

The Caisse des Dépôts (CDC) management team relies on a network of 1100 people, who are geographically dispersed throughout France to channel information to them.

In this geographical context, training, therefore, plays a vital role. It is used to develop and maintain staff competencies on the account holder information systems, which are at the centre of the banks' IT systems. Training on this system represents one-third of all training. CDC had always maintained a sandbox for training on its IT systems for both recurrent training and new applications.

The main advantage of delivering classroom-based training was the high levels of quality that could be guaranteed, albeit that a sandbox environment did not allow for distance learning. Indeed, it was impossible to displace it for localized training, and consequently difficulties were encountered when training needed to be delivered simultaneously across different geographical locations.

> *In three years, we have significantly reduced maintenance costs and greatly increased the quality of our training.*

Alain Moussier, Network Assistance Manager

Solutions

Training is one of the key elements that ensure a quality service to the customers. The choice of a new training tool was therefore not to be taken lightly. Three major constraints would guide the choice:

- The users should be in a 'realistic' environment, giving them the impression that they are on the live application.
- The new solution should bring increased productivity and a real savings compared to maintaining a sandbox environment.
- The trainers, who have a background in banking and not IT, should be able to use the tool autonomously.

In conclusion, a committee made up of the Information Systems, Training and Strategy divisions took into account 50 criteria including:

- The ability to recreate and interact with the application screens
- The capacity for the training modules to be developed rapidly
- The ability to quickly and easily install the eLearning tool in an environment where applications evolve rapidly
- The user-friendliness of the product
- The stability and track record of the software editor

> *In the choice for an eLearning tool, CDC especially wished for the learners to learn in "real life" ,an environment that looks and feels like the real thing. They also wanted a tool that could rapidly and easily take into account the changes and evolutions of the application, and today they are satisfied with their choice.*

Alain Moussier, Network Assistance Manager

Benefits

The project started with a period of support from an Assima consultant. The support was both technical and with the project as a whole. This was a necessary step in the project, as the Caisse des Dépôts trainers are effectively banking administrators who provide network assistance. To date, three people have been trained and are developing training modules to use, and another three people are being trained.

Developing e-Learning for 10 Different Applications

The Caisse des Dépôts' objective was ambitious: to develop eLearning content for 10 different applications. ATS enabled them to achieve this, with a survey indicating high levels of user satisfaction from the trainers and users alike. Users who had experienced both methods of training found the new method "excellent".

The Diversity of Learning Support

In concrete terms, it is now simpler and easier to find the right balance between theory and practice. The trainers can choose—depending on the importance of the point being made—between guided exercises, exercises users can do on their own, quizzes and demonstrations. This diversity of learning support created by ATS enables the learning process to be homogeneous and progressive.

New Perspective

Another important reason that ATS was chosen is its capacity to automatically generate documentation, such as user guides and manuals, which are in keeping with the modules and allow the user to go beyond what is learned during training. The Caisse des Dépôts used this opportunity to rewrite all of its training materials. New perspective: online help using APS (Assima Performance Suite) on Coresi (application) has just been launched.

Structured Training

The portal will also enable reporting to be put into place, especially for compulsory modules, such as anti money-laundering. Finally the portal will mean structured training programs, tailored to the needs of the user, which differ between the sales team and administrators.

The user-friendliness of the Assima Training Suite means that training is more dynamic and increases user awareness of service quality within the Caisse des Dépôts. The impact of the new solution is significant, now that ATS training has been entirely distributed. The whole network has been revitalized!

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