



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.

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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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made which involved specific enterprise integration customizations in terms of workflows and reports (All specific to Axis Bank needs)

- Learning Planet® Offline Player for Windows with its ability to download course from main server over trickling bandwidth and play them offline gave immense flexibility to the Learning and Development team to go beyond size and course deliverability restrictions and provide courses to the users connected over low bandwidth.
- Learning Planet® Enterprise was able to seamlessly host 3rd party off the shelf courses delivered from their CDN and track the user's progress.
- Learning Planet Mobile App enabled users to take the courses offline from their smart phones.
- Learning Planet® Enterprise was tested (VAPT) by a 3rd party testing agency for Vulnerabilities before going live to employees in the bank.
- Learning Planet® Enterprise integrated with the bank's HRMS for pulling employee profile information on a daily basis. Training data of employees sent back to their Talent Management System on a daily basis.

The result

- Out of box rolled out within 6 Weeks of engagement.
- Load balanced environment with multiple web servers catering high peak load scenarios and catering to the training needs of 45,000+ employees
- 100% Customer Satisfaction
- 100% employees undergo training using Learning Planet® Enterprise

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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)