

### INTRODUCTION

Since 2015, i-KYC has been a trusted partner in managing a comprehensive Learning Management Solution (LMS) for a mid-sized banking group. In addition to the LMS, i-KYC has developed and delivered a Financial Crime Learning Portfolio tailored to the bank's specific needs. This portfolio includes vital components like yearly AML/CFT Awareness courses, New Hires training, and specialized courses such as Sanctions Compliance and Trade-Based Money Laundering.

### CLIENT'S CONSIDERATIONS

For our client, the need for regulatory compliance training was a pressing incentive. They recognized the LMS's ability to efficiently collect learning data and generate comprehensive reports, thus ensuring compliance with stringent regulatory requirements. However, beyond regulatory needs, our client saw the LMS as a crucial component of their broader strategic HR program. Their in-house experience with an LMS was limited, and their IT resources were stretched thin. In response, they made the wise decision to entrust i-KYC with their LMS, outsourcing this essential function to our team of experts.

### SERVICES OFFERED

#### 1. LMS Platform:

i-KYC provided our client with a cutting-edge cloud-based Learning Management Platform that boasted several essential features:

- An exclusive LMS Platform customized with the bank's unique 'Look & Feel.'
- LMS administration and unwavering support services.
- The capability to host multiple e-learning modules, including content from 3rd party providers.
- Administration of other training methods, such as classroom training and assessments.
- Robust monitoring and analytical capabilities to track progress and effectiveness.

#### 2. Portfolio of Courses:

Each year, we diligently updated and expanded our portfolio of financial and economic crime courses, ensuring that our client remained abreast of the latest regulatory requirements. In addition, our platform allowed the seamless integration of courses from 3rd party content providers, offering a comprehensive and up-to-date learning experience.

### BENEFITS FOR THE CLIENT

Our collaboration with the banking group yielded a multitude of benefits:

- **Outsourcing:** i-KYC facilitated the rapid and hassle-free deployment of their entire learning program, providing a dedicated single point of contact. This not only saved time and effort but also freed up valuable resources, enabling the bank to focus on other critical tasks.
- **Exclusive Look & Feel:** Our client now enjoys an exclusive Learning Management Platform branded with their company logos and a personalized look and feel, reinforcing their corporate identity and enhancing the learning experience for their employees.



- ▶ **Management Reporting:** Our platform empowered the client to review performance and gain valuable insights into training impact through a range of reports and dashboards. This data-driven approach allowed for informed decision-making and continuous improvement.
- ▶ **Audit Trails:** The LMS provided robust audit trail capabilities, enabling our client to instantly provide evidence to both internal and external stakeholders of their compliance with training-related regulatory obligations, enhancing transparency and accountability.
- ▶ **Third-Party Content:** The ability to incorporate content from various learning service providers further enriched the learning experience, ensuring that the bank's employees had access to a diverse range of educational resources.

### CONCLUSION

In conclusion, i-KYC's Learning Management Solution has not only helped our client meet their regulatory compliance requirements but has also become an integral part of their HR strategy. Our partnership continues to thrive, ensuring that the banking group's employees receive high-quality training that equips them with the knowledge and skills needed in the ever-evolving financial landscape.