



CASE STUDY

Royal Bank of Canada

Canadian multinational financial services company – Royal Bank of Canada now boasts a 95% user satisfaction rate and a 38% saving in production time after incorporating Adapt into their learning and development programme.

The bank serves over 16 million clients and has 86,000 employees worldwide and has a Learning and Development team that is largely based in Toronto with team members also based in the US, UK, Caribbean, Luxembourg, and Malaysia.

Challenge

Like all businesses, RBC needed to provide relevant, timely learning to their widespread employee base, while keeping it as engaging and accessible as possible.

It was important for the team to create training that was not only accessible on multiple devices but it also needed to support multiple languages and enable employees with various disabilities and learning needs.

They have a large team of 230 L&D professionals who support various departments throughout the business and 24 design/developers with a core team of eight, building content using Adapt.

This core team supports all areas of the business from compliance to leadership and induction programmes and they use a range of tools and technologies to create online learning content.

Last year the core team built 114 pieces of content that are mainly delivered on RBC's corporate LMS, or intranet.



Solution

Like many of our customers, Royal Bank of Canada looked around at the open source framework and authoring tool and became interested in the output they could generate in Adapt, the flexibility of the technology and the road-map of developments.

Working with Learning Pool made sense. They could benefit from a completely hosted solution and rely on us to take care of updates, maintenance and security measures which are vitally important to the business.

Another plus was Learning Pool's online support through Learning Pool Academy, the team have used this a lot to get their designers up to speed.

Once up to speed, the L&D team's creativity really took off, using Adapt for formal learning content; onboarding, leadership, agile, compliance, and product training are all topics we have tackled using Adapt.

But, they also used the tool's flexibility to create:

- single web pages that are used for performance support or continued reinforcement
- learning hubs for larger curriculums that act as a single source for curated content
- games for monthly campaigns that are used to lightly engage and reinforce concept like cybersecurity in an informal and fun way

“ We've had four new developers get up to speed on Adapt and in the first half of the year they built 38 pieces of content with Adapt. We're very happy with the volume of content we can build using Adapt and it's an important part of what we're planning to do in the future.

Jeremy Pearce, Senior Manager:
Design, Innovation and Development



Results

Beginning their trial of Adapt in March 2016 the team at Royal Bank of Canada are really happy with the progress they've made.

The design and development team of six has built over 100 pieces of content using Adapt and they've reduced the development lifespan by 35% across six end to end projects.

“ This is an enormous win for a business like us where we know that every minute we take our people off the job costs in the region of \$56,000... that's an incredible number and Adapt helps us save by reducing the time required for training.

Jeremy Pearce, Senior Manager:
Design, Innovation and Development



The learner reaction has been great. Adapt courses deployed across the corporate LMS have scored an average rating of 4.74 out of 5.

The feedback from the business has also been great and they're only just getting started.

Looking forward to assisted revision for annual recertification in areas like capital markets. The L&D team hope to challenge the business to rethink how they deliver training by testing up front, pointing learners at what they don't know, retesting and letting them get them back to work.

“ We love that Adapt gives us the flexibility to be creative by changing menus, configuring different themes to change the look and feel, and adding extensions that give us specific functionality like bookmarking and search.

Jeremy Pearce, Senior Manager:
Design, Innovation
and Development

Royal Bank of Canada are excited for the future working with Adapt and have some plans to utilise the new Adapt game components to create more agile, quick and cost effective learning.



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