

**Raiffeisen Bank has introduced e-learning for its 1,100 employees, including management and organization of classroom teaching. By introducing e-learning under an acceptable budget, it was possible to fully automate the educational process and effectively train a large number of employees with effective feedback.**

## CUSTOMER CHARACTERISTICS

Raiffeisen is the leading bank group in the region of Central and Eastern Europe, including Austria. Raiffeisenbank a.s. has registered capital in the amount of CZK 2.5 billion, with an overall balance sum of the bank at CZK 61.8 billion. Development of the bank is projected in the growing number of employees and bank branches. Over 1,100 employees now work in the bank in 45 sales locations, distributed evenly across the entire Czech Republic. Right from the start, Raiffeisen Bank has attempted to actively offer its services to a wide range of customers, emphasizing regard to the specific needs of clients in the regions where they live.

## NEEDS FOR EDUCATION

RB provides excellent financial services with the aim of the highest possible professional standards. It therefore needs reliable and capable employees, who will have an excellent understanding of providing flexible services. To achieve this, it is necessary to constantly educate employees, and to quickly train them on new products. This education of the growing number of employees places

every-expanding financial and organizational requirements of the entire educational process, on its management and evaluation.

It was therefore necessary to find a solution that could fully automate the educational process, and could intensively and quickly educate a large number of employees while avoiding huge expenditures.



## E-LEARNING

The managing system iTutor from the company Kontis s.r.o. was chosen as a product that fulfills all of these requirements. The RB training team decided in favor of the modules Administrator, Student, Lecturer, Tester, Reporter, Catalog and Messenger. It was pur-



chased together with the module CDS/ Publisher for three developers, who strive for team creation of their own courses. The management system iTutor was implemented in RB not only for managing electronic education, but also for the entire management and organization of the educational process, including learning from books. An entire project also started with management of classroom education, where with the help of the module Catalog, employees themselves order individual training blocks from the catalog, and each order undergoes a multi-layer approval process including management of resources such as classrooms, finances, etc.

For measuring the success of the education of employees, it is necessary to receive feedback from them. RB decided to resolve this matter through the use of so-called evaluation sheets, which can be easily prepared in Tester. Moreover, iTutor in RB enables definition of a development plan for individual employees.

For automatic data transfer into the Kontis system, it has built an electronic bridge, which automatically transfers data from the HR system KS, which RB currently uses. Organizational units, type positions, users including equipment, and development plans are transferred. A part of iTutor implementation was also reworking the appearance of the system into the RB corporate design and a number of customer alterations.



## Customer Testimonial:

*The company Raiffeisenbank a.s. searched for a system that would enable administration and monitoring of all forms of education all in one system. Our aim was to provide all employees with complex information on the possibilities of education, simple and comfortable access to education, and not the least of which, to decrease the administrative burden when organizing education cycles. Kontis Co. offered us an information system which fulfilled all of these basic requirements. It was also capable within a short time of realizing all customer alterations, which the system fully adjusted to meet our needs.*

*Ing. Andrea Syrovatkova,  
Raiffeisenbank a.s.*

