

CASE STUDY



“ *With the benefit of hindsight, we are convinced that choosing Kontis was the right decision. Not only the product itself, used by every eBanka employee, but also the professional and flawless service provided by the Kontis team greatly assisted both during implementation and the ongoing operation of the system.* ”

Pavel Makovský, *Deputy Head of HR Division*, eBanka

Company Profile

eBanka a.s. was a member of the strong banking group Raiffeisen International BankHolding AG. The bank offered a wide range of banking services to individuals and businesses. eBanka operated in the Czech market from 1998 until 2008. Throughout its existence, it earned numerous prestigious awards that underscored the quality of its services. eBanka was the first bank in the Czech Republic to offer its clients direct banking services.

- In mid-2006, eBanka was sold to the financial group Raiffeisen International.
- In July 2008, it merged with the Czech Raiffeisenbank.

Challenge

The rapid development of new products and services, a strong emphasis on personalized client approach, and a young team created a need for **modern, flexible, and effective training** within eBanka. The bank sought a system that would.

- Quickly train hundreds of employees across branches.
- Ensure the up-to-date availability of product and legislative information.
- Provide precise feedback on employee knowledge.
- Minimize the burden on the IT department.

Kontis' Solution

eBanka selected the **iTutor e-learning platform** by Kontis, which enabled:

- **Immediate Deployment:** A hosted solution launched without any IT intervention. Employees connected via the internet, and management had instant access to detailed training reports.
- **Automation and Updates:** Kontis supplied proprietary courses with automatic updates upon legislative changes, eliminating risks associated with outdated information.
- **Scalability and Growth:** As demands grew, the bank shifted to an in-house system installation with modules for content creation, knowledge testing, and process automation. iTutor was fully integrated with the bank's HR system, enabling automatic transfer of employee data and training results.

Results and Benefits

- **Speed and Flexibility:** eBanka can train up to 1,000 employees on new products or legislative changes within days—a process that previously took weeks.
- **Measurable Outcomes:** Over 22 interactive courses were developed addressing key areas from AML (Anti-Money Laundering) to product training; all courses include final tests with automated evaluation.
- **Increased HR Efficiency:** Automation of training and HR integration reduced administrative workload, allowing HR staff to focus on employee development.
- **Real-time Feedback and Knowledge Control:** Management obtains real-time insight into employee knowledge levels, enabling targeted planning of further training.
- **Seamless Implementation:** The transition from the hosted to the in-house solution occurred without any system downtime.

Summary

Summary of Key Benefits from Kontis' Solution for eBanka:

- Instant availability and easy launch of e-learning.
- Time and cost savings through automation and online training.
- Assurance of legislative compliance and information currency.
- Measurable results and clear feedback for management.
- Support for innovation and rapid adaptation in a dynamic banking environment.