



# KB

Case study  
**Komerční banka, a.s.**

## Client's profile

Komerční banka, a.s., is the parent company of the KB Group formed by eight companies. Since October 2001, the Komerční banka has been an important part of the international retail banking of the group Société Générale, one of the largest financial groups in the euro zone.

The Komerční banka belongs to the leading banking institutions in the Czech Republic and in the region of Central and Eastern Europe. It attends 1.59 million customers through its 395 branches and 677 ATMs across the entire Czech Republic. It is a universal bank offering a wide range of services in the area of retail, business and investment banking.

## Client's needs

The Komerční banka offers to its clients highly professional products and services in the field of finance. To maintain this high standard, it is necessary to continuously improve and test the knowledge of the employees who come into contact with clients, as well as the staff who contribute to the operation of the entire company. Besides that, it was necessary to set up an effective system for the area of trainings mandatory by law. Electronic testing provides the feedback on the current state of the staff knowledge in a simple and fast manner, and thus enables to set adequately further steps in training in order to increase the work efficiency. Furthermore, the costs of operation and tests evaluation have been reduced.

For this reason, it was essential to find a solution that would enable to prepare easily electronic tests to verify the knowledge of the employees, and at the same time, load the existing infrastructure of the entire bank at possible minimum.

One of the basic requirements for the planning of the whole project was the openness of the solution that would allow expanding the system to the use of multimedia training courses, besides the electronic testing, in the future. It was necessary also to provide a connection to HR system of the Komerční banka.

## E-learning

An ideal product that met the requirements of the Komerční banka was the LMS iTutor of the company Kontis s.r.o. The Komerční banka's project team decided for the implementation of modules Administrator, Manager, Student, Tester and Messenger. This way, the company obtained a comprehensive system for creation of their own electronic tests, their distribution towards the employees with possibility of immediate feedback and control of achieved results. First, the mandatory tests were implemented for the area of fire protection, work safety and money laundering; and these were gradually complemented by further training courses in the MS Office products and certification of sellers of banking products and services, among others.

The module Messenger ensures, throughout whole process, an important role by sending automatic e-mail notifications that alert employees for example on the necessity to pass a certain test, on the expiration of certificate validity etc.

For the implementation of the LMS iTutor, no extra server was needed at the Komerční banka. Hosting of the entire system has been provided by the Kontis s.r.o., and all system users access



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the LMS iTutor per internet using a secure protocol.

This way, the Komerční banka tests more than 8000 employees. An important condition for the contract was the interconnection with the HR system, therefore the project included implementation of the application that automatically ensures daily transfer of information about the organizational structure and employees from the HR application Odyssey to the LMS iTutor. On the other hand, the study results of the employees are saved back in the HR Odyssey, so that this information is available for HR staff directly in the Odyssey system for the complete reporting on education.

The screenshot shows the iTutor LMS interface for a user named 'Pepa Obchodník'. The main section is titled 'Kurzy' (Courses) and displays a list of 11 courses. The table below summarizes the data from the screenshot:

Název kurzu	Stav kurzu	Studoval	Detail
1 E-Bezpeč.povědomí zaměstnanců	Nespuštěn	Studoval	Detail
2 E-BOZP pro vedoucí zaměstnance	Nespuštěn	Studoval	Detail
3 E-BOZP pro zaměstnance	Nespuštěn	Studoval	Detail
4 E-BOZP-modul pro řidiče	Dokončen úspěšně (100%)		Detail
5 E-Compliance-Etický kodex	Nespuštěn	Studoval	Detail
6 Prezentáční dovednosti	Nedokončen (50%)		Detail
7 E-Daňové základy Corporate	Nespuštěn	Studoval	Detail
8 E-Hospod. soutěž a vef.zakázky	Nespuštěn	Studoval	Detail
9 Angličtina pokročilě	Nedokončen (33%)	Studoval	Detail
10 Angličtina začátečnicki	Nespuštěn	Studoval	Detail
11 Excel 2003	Nedokončen (0%)	Studoval	Detail

### Client's opinion

*„Komerční banka was looking for a system that would enable the utilization of electronic testing in the areas where the on-site training is not necessary and where it is needed to train the maximum number of employees in the short time. In the selection of supplier, the importance was put also on the professionalism and quality of offered services in order to obtain user-friendly application, as for users so for administrators. These requirements were attained in the best way by the company Kontis s.r.o. with its product iTutor. The whole process of electronic testing and later also the education using electronic courses fulfilled our expectations in the area of development of modern technologies, time savings and financial economization. The cooperation with the supplier has been without problems, as along the implementation so in the process of further system development. The Kontis has always made maximum effort to meet our needs.“*

*Jaroslava Jelínková, Head of Professional Training, HumanResources*