

## CASE STUDY



“*Raiffeisenbank a.s. needed to unify and simplify the management of all forms of learning within a single system, aiming to make comprehensive information accessible to employees and facilitate their development. Kontis delivered a solution that met our requirements and, thanks to rapid customizations, was fully adapted to our needs.*”

Ing. Andrea Syrovátková, Raiffeisenbank a.s

## Customer profile

Raiffeisenbank a.s. is one of the largest and most significant banks on the Czech market and a member of the strong Austrian Raiffeisen Bank International Group. With over 1.9 million clients, an extensive network of more than 119 branches, and nearly 3,600 employees, it ranks among the five systemically important banks in the Czech Republic. The bank provides comprehensive financial services to both private and corporate clients and has a long-standing focus on innovation, digital solutions, and an individual approach. Raiffeisenbank actively invests in the development of its people and in modernizing education.

## Learning needs

RB provides excellent financial services, always aiming for the highest professional standards. This requires reliable and capable employees who are well-versed in the flexible services offered. Therefore, constant training and swift onboarding in new products are essential. The education of a growing number of employees places increasing demands not only financially, but also on the organization, management, and assessment of the whole learning process. It was thus necessary to find a solution that would automate the learning process as much as possible and allow for intensive, rapid training of large numbers of employees at a low cost.

## E-learning

The selected product meeting all the above requirements was the iTutor learning management system by Kontis s.r.o. The RB education team opted for the Administrator, Student, Lector, Tester, Reporter, Catalog, and Messenger modules. They also purchased the CDS/Publisher module for a team of three developers to facilitate the creation of custom courses. iTutor was implemented at RB not only for the management of e-learning, but for overseeing and organizing the entire educational process, including classroom-based training. The classroom training module was the starting point of the entire project: using the Catalog module, employees could order individual training sessions from a course catalog, and each order passed through a multi-level approval workflow, including the management of resources such as classrooms, finances, and more.

To measure the success of employee learning, feedback is required. RB decided to address this with evaluation questionnaires, which can be easily prepared using the Tester module. iTutor at RB also enables the definition of individual development plans for employees.

For automatic data transfer into the system, Kontis built a digital bridge that automatically brings in data from the KS HR system currently used by RB.

Organizational units, job types, users including their placements, and development

plans are all transferred. As part of the iTutor implementation, the system's design was adapted to RB's corporate identity, along with a range of custom modifications.

## In summary

Here is an overview of the key benefits that the implementation of LMS iTutor has brought to Raiffeisenbank:

- **Automation and efficiency:** Full automation of the learning process enabled efficient training of large numbers of employees with minimal administrative workload and at acceptable costs.
- **Centralized learning:** All forms of education—from e-learning to classroom training—are managed and monitored in one system, simplifying organization and tracking of employee development.
- **Flexibility and speed:** The system allows for rapid deployment of new courses and trainings (including new product training), thus supporting the quick adaptation of employees to change.
- **Ease of access and user-friendliness:** Employees have easy and convenient access to all training options and information, boosting their motivation for further development.
- **Measurement and feedback:** iTutor allows for easy evaluation of learning results and the collection of feedback using questionnaires and tests, supporting targeted development of individuals.
- **HR system integration:** Automatic data transfer from the HR system ensures current data on employees, their roles, and development plans without manual entry.
- **Tailored customization:** The system was adapted to the bank's needs, including graphical identity and specific functionalities, ensuring perfect compatibility with internal processes.  
These benefits have led to more efficient, transparent, and modern learning for employees throughout Raiffeisenbank.