

THE CLIENT

Zanaco (Zambia National Commercial Bank) was established in Zambia in 1969 to serve the financial needs of the Zambian economy. Today, Zanaco is a leading financial institution that offers innovative, accessible and convenient banking solutions to their clients to ensure financial inclusion.



SUCCESS STORY

THE HIRE

- LRMG was hired to provide Zanaco with Percipio, an online learning experience platform, with capabilities that include easy access, creation and assignment of content, with quality and accurate reporting. Administrators were comprehensively trained and are continuously supported. Learning progress is tracked and reported on every month.
- Zanaco continues to address and develop their employees' knowledge, business acumen, management and leadership skills.

THE CHALLENGES

- Zanaco prides itself as being one of the largest employers in Zambia. Zanaco invests in ongoing training to ensure maximum output of their employees, and wishes to keep their employees inspired and motivated through the continuous development of the skills of their employees.
- They needed a user-friendly digital learning solution which will enable them to align learning to the organisation's strategic objectives, track and report on learning progress, as well as motivate and reward their top learners.
- Furthermore, they required their company administrators to be trained and empowered to support the learners.

THE SOLUTION

- Zanaco wanted to establish a digital learning academy that hosts all mandatory Zanaco compliance training for everyone in the organisation - in one place and accessible from anywhere at any time.
- LRMG implemented Skillsoft's Percipio learning experience platform, trained Administrators and showed them how to report on monthly learning progress.
- The learning journey is entirely self-directed, with courses assigned to learners that are aligned to the business competency and the banking industry's regulatory compliance framework.
- Course content is assigned across specific channels and include Corporate Banking, Fraud Training and Awareness, Anti-Bribery and Anti-Corruption, Anti-Money Laundering & Counter Financing of Terrorism, Retail Banking, and Business Banking.
- Zanaco implemented a structured program for its 1100 users and the regular promotion of the content through promotional banners.

VALUE DELIVERED

18,048
learning hours



21 Customised, mandatory trainings tailored specifically for Zanaco, with 5 customised trainings deployed in the previous year



83% of learners logged in and accessed content this year so far



IMPACT

The implementation of the Percipio LXP has had a tremendous impact on igniting the Zanaco people and equipping them with skills that enhance their skills, knowledge and status, ultimately helping Zanaco achieve their business goals.

"Our journey with LRMG has been an exciting one and greatly positively impacted learning and development in our organisation."

– **Joseph Ngulube**, Head of Training and Development

