

Implementation of e-learning has provided eBanka and its employees with effective education, which they employ each day in their work and in their further development. eBanka has gradually built a training team, and has acquired the necessary technology. This technology enables it to react flexibly to any new educational need and to quickly train a large target group of employees, while receiving necessary feedback from them.

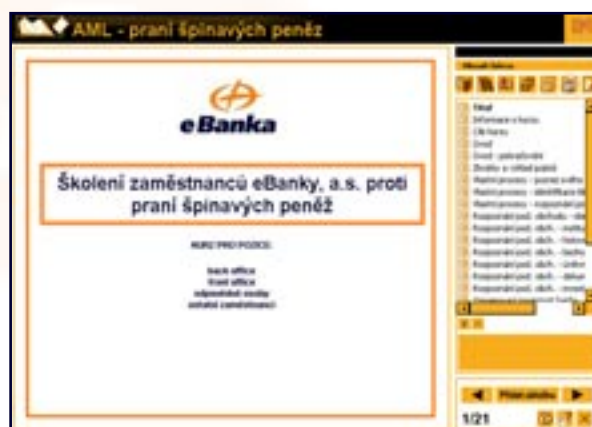
## CUSTOMER CHARACTERISTICS

eBanka a.s. is a member of the strong banking group Raiffeisen International Bank-Holding AG. It offers a wide spectrum of banking services for natural persons and companies alike. eBanka has operated on the Czech market since 1998. During its existence, it has gained a number of prestigious awards, which underscore the quality of services that they provide. It was the first bank in the Czech Republic to offer its clients the possibility of using direct banking services.

## NEED FOR EDUCATION

Constant perfecting of the currently offered services and speedy development of new products, together with creation of personal relations with the client, enable eBanka and its customers to remain a few steps ahead of everyone else. A team of young professionals, unburdened by the habits of bureaucratic financial institutions of the past, are responsible for the dynamic growth of the bank in the past few years. So that eBanka employees could be fast, flexible, willing to listen to customer wishes and adjust banking products to meet such needs, we needed, aside from other things, an effective educational system, enabling them

to train fast and effectively. This system must provide employees the right information on quickly changing products and services, and provide management with precise feedback on knowledge held by individual employees. eBanka therefore selected the managing system iTutor from the company Kontis s.r.o.



## E-LEARNING

In the beginning, eBanka decided to use e-learning for education required by law, such as courses dealing with safety in the workplace or training of bank officer drivers. For such training, the most advantageous system was found to be the hosted form of the management system iTutor. The hosted solution enabled introduction of e-learning "immediately" without any demands on eBanka's IT

Dept. Employees logged into the system over the Internet, and management had available detailed reports on the results of individual employees. Kontis supplied its own courses, developed by experts in individual areas of compulsory training. This also included automatic updating in the event of a change in legislation. When the need arose to also use e-learning for product training, eBanka decided to move to an in-house variant of implementation. Within the premises of eBanka, LMS iTutor was installed, including modules for creating tests (Tester), workflow automation (Messenger) and development of e-learning content (CDS/Publisher). The entire system was implemented with the current HR system in eBanka, from which information on employees and the organizational structure is automatically transferred, and into which results of attained studies of individual employees are also transferred. The transformation from the hosted solution to an in-house form took place without any shutdown to the system. Now a total of 1,100 employees are trained using the eBanka system. The bank's entire training team took part in creating and compiling product courses. The team development environment iTutor CDS/Publisher stores all developed contents in the form of educational objects into a shared repository, which manages locking and wording of content, and its distribution to students. eBanka thus formed over 22 courses in areas such as Measures Against Legalization of Gains from Criminal Activities, Acceptance of Bank Cards in eBanka, Non-cash Payment System, eBanka Pricing Policy and many other courses from the series of products

and services that eBanka offers. Most product courses feature final tests, which are based on several levels of knowledge. Tests are prepared in the module iTutor Tester, which enables their direct integration with the educational content. eBanka thereby creates a number of courses by its own means, which fulfill the advanced standards of e-learning, and are attractive and provide interesting feedback.



### eBanka Testimonial:

*eBanka, as a company offering its products and services for clients on a high professional level, has aimed for high quality upon selection of an e-learning supplier, and for this reason it chose Kontis.*

*As time has passed, we're convinced that this was the right choice. Not only the product itself, which every eBanka employee uses today, but also the professional and flawless service of Kontis employees helped during implementation and actual operation of this system.*

*Pavel Makovsky  
HR Division Dept. Manager*