

Capabiliti Enterprise Learning Management Suite

Case Study

QBE Insurance

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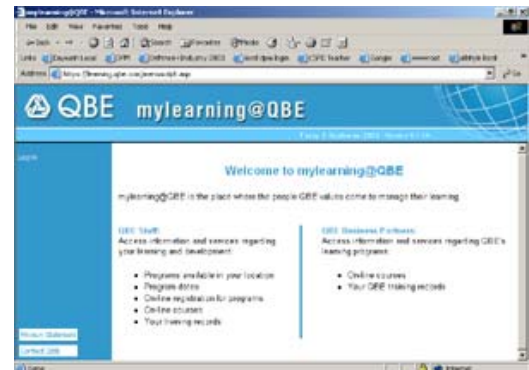
"QBE Insurance Australia, protecting people in all walks of life - from the home to the office and beyond"

QBE started as North Queensland Insurance company and grew into a sophisticated provider of general insurance products. The company provides over nine broad categories of general insurance. It provides comprehensive protection for people's homes, their lifestyles, their work environments. As a group, QBE works together to improve their customer service, their technology and their products. It is here a Learning Management System plays a very important role in distributing learning and training across the organization to provide unequalled services, protection and care.

The QBE Insurance Group is Australia's largest international general insurance & reinsurance group, and one of the top 25 insurers and reinsurers worldwide. It provides all major lines of insurance coverage for personal and commercial risks. With staff numbers in excess of 1,800 in Australia alone

and national and international operations, QBE Insurance is at the forefront of the Insurance industry in Australia.

Within QBE, training is delivered in various modes; delivery of off the shelf e-learning content, in-house training and outsourced training.



Quick Snapshots:

- ◆ Operates in all key insurance markets
- ◆ Offices in 38 countries
- ◆ Over 6700 staff world wide

Special points of interest:

- ◆ QBE wanted to reach out to all its financial advisors
- ◆ And remote access of database.

Read the story of how QBE & Capabiliti made the winning combination.

Business Problem

In 2002 QBE Insurance needed to manage a large number of regulatory and compliance driven training initiatives to meet their specific business requirements. Management of their various training deliv-

ery mechanisms, tracking and monitoring of compliance and aligning learning activities to business objectives were all drivers for the acquisition of a Learning Management System (LMS). It was critical for QBE In-

surance to select a LMS that enabled the tracking of training paths and acquired competencies of both internal staff and external agents, particularly in relation to FSRA Compliance requirements.

Capabiliti Enterprise Learning Management Suite

Finding a close fit?

Capabiliti had all the functionalities QBE wanted. Capabiliti managed all aspects of the QBE Insurance learning cycle - training management, tracking of and reporting on staff for regulatory and compliance as well as the delivery of QBE's third party, SCORM compliant, e-learning content. Capabiliti not only delivers the e-learning content, it also tracks the time of delivery, a participants' progress and relevant results.

Capabiliti LMS included full training management for

courses and schedules, facilities and personnel, usage tracking, online booking, customer self-service, online reporting and much more. Capabiliti People Development Module facilitated performance and capability management within the organization, including the 360 Degrees feedback mechanism. It was ready to integrate completely with QBE's HR system, Financial Management and Reporting Tools.

But one issue remained? How to reach out to all its

financial advisors spread across Australia cost effectively?



"Within QBE, training is delivered in various modes; delivery of off the shelf e-learning content, in-house training and outsourced training. Management of this training delivery, tracking and monitoring of compliance and aligning learning activities to business objectives were all drivers for the Capabiliti acquisition."

Peter Jones,
National Manager, HR & Corporate Services,
QBE Insurance

The Solution

QBE chose Capabiliti as the product to plan, manage, deliver and monitor their Financial Service Reform Act (FSRA) compliance training and to manage all associated staff development activities within QBE. Capabiliti integrated completely with QBE's HR system (CHRIS) allowing QBE to integrate Capabiliti data

and utilize that data in CHRIS.

Due to many national and international sites, QBE's requirement was for a centrally technical architecture.

To date, the system has been deployed to users within Australia, and it is expected that Capabiliti will soon be deployed in both Asia and Europe.

Capabiliti online is provided to all staff within QBE and QBE associated Financial Service Providers.

Training Management			
Courses & Schedules	Yes	Online Booking & Payment for all e Learning Material	Yes
Venue & Facilities	Yes	Full Analytics & Reporting	Yes
Student's Records	Yes		
Online Booking & Payments	Yes	People Development	
Client Relationship	Yes	Performance Management	Yes
Full Analytics & Reporting	Yes	Capability Management	Yes
E Learning		Skill Gap Analysis	Yes
SCORM & AICC Compliant Content Delivery & Tracking	Yes	360 Degrees Feedback	Yes
Delivery of all types of content	Yes	Survey Tools	Yes
		Full Analytics & Reporting	Yes



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