



Swiss Re Invests in Plateau for Learning Management

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- Franziska Stadelmann

SwissRe

Head of Global Learning Services

EXECUTIVE SUMMARY

Swiss Re Challenge

- Consolidate disparate learning management solutions.
- Provide common platform for users around the globe.
- Track and report training to meet compliance regulations.
- Streamlining learning with/to competencies

Plateau's Solution

- Enables locations to comply with regional regulations.
- Creates centralized management for all types of learning.
- Aligns business needs with learning and development opportunities.
- Offers expanded functionality to tie training, competencies and performance management into a “one stop shop”.

Swiss Re is the world's leading and most diversified global reinsurer, offering financial services products that enable risk taking essential to enterprise and progress. Founded in Zurich, Switzerland, in 1863, Swiss Re employs 11,000 in more than 30 countries and provides its expertise and services to clients throughout the world.

Leading Global Company Has Diverse Learning Needs

As a global company Swiss Re had a scattered learning environment. The company had learning units in different parts of the globe, operating independently with their own solutions for managing training. Some were simple access databases, others were home grown learning management system (LMS) systems. The company formed the Swiss Re Academy to centralize its learning management system and meet learning needs throughout the company.

“It was obvious we had to implement one learning management system to combine and streamline all our processes, and give users one place to access and track all their activities—from enrolling for classes to working on their competencies,” explained Franziska Stadelmann, Head of Swiss Re Global Learning Services.

As a financial services company it was imperative for Swiss Re to fulfill, track, and report on all the training its workforce completed to meet compliance regulations such as Sarbanes-Oxley. The company also needed a variety of functionality that would meet its immediate needs and be rich and flexible enough to grow with the system.

Plateau Streamlines Learning for All Employees

During a comprehensive research phase, Swiss Re's LMS selection committee looked at the product possibilities from both an administrative and end-user perspective. The team met with customers of potential vendors, defined use cases with processes and functionalities, and after several different vendor demonstrations selected Plateau Learning Management. One of the key drivers for Swiss Re to choose Plateau was the architecture of the solution. “It was clear early on that we wanted a hosted solution,” recalled Stadelmann. “And it was very important that it fit in our IT architecture landscape.”

Swiss Re went live on Plateau LMS less than four months after signing its contract. Stadelmann was pleased with the implementation process. The finishing touch was an internal competition to name the new system. The winning name, iCampus.

“The way Swiss Re implemented Plateau LMS was quite impressive, and not just the quick implementation time. After the contract was signed the project team did an amazing job working together. We are a truly global project team. The core teams consisted of about four to five Swiss Re employees from around the world, supported by Plateau employees working in the U.K., the U.S. and India. It was never an issue whether a person was in the U.S. or in Europe or in Asia.”

In the first phase Swiss Re implemented key Plateau LMS functionality. All 11,000 employees are now using iCampus. In addition, for specifically defined groups of external clients, Swiss Re Academy is using iCampus to manage their training online.

Swiss Re users recognize the importance of managing their own development plan in iCampus. Not only do they appreciate the simplicity of selecting courses, they enjoy the ability to start a training course one day, put it on hold, and resume the course when it's more convenient.

More Strategic Business Partner

With Plateau in place, decommissioning its legacy system will create substantial savings for Swiss Re, said Stadelmann.

Additionally, compliance—in particular Sarbanes-Oxley—is critical for Swiss Re. “We operate in many different countries,” said Stadelmann. “Plateau helps us streamline our processes so that we can efficiently and effectively meet the regulatory needs.”

Plateau also enables Swiss Re to customize the training needs for employees from region to region. At the same time, the centralized iCampus LMS gives users a common training and communication platform for a consistent learning experience.

Preparing for the Future

Swiss Re Academy faces a continual challenge to meet the ever-changing needs of the company and be able to support external clients Stadelmann said. “We need to prepare ourselves to do the job of tomorrow, not just be there to fill gaps. We need to be a strategic partner of the business to really be successful in the future. Plateau can help us with this important role in providing and supporting our LMS tool.”