

L&D Services for a multi-year transformation initiative for a Canadian Banking major



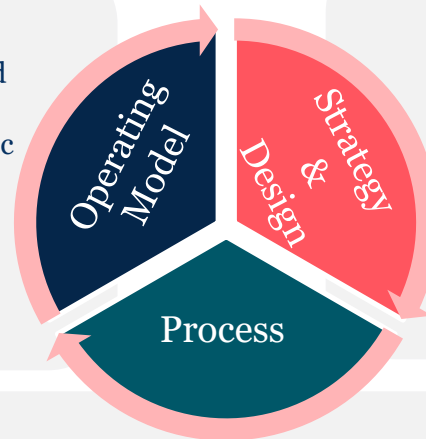
Business Need

- Multi-year, multi-phase transformation initiative to consolidate and centralize existing financial operations from multiple regions/locations in the US and Canada to a new location in Canada
- Almost ~450+ new hires – thus the need for effective and time-bound new hire onboarding & training, effective ramp up approach for production, and seamless operations



Genpact Solution

- Hybrid operating model with modular teams in US, Canada, and India
- Follow-the-sun operating model with leads onsite and offshore production team
- POD structure (Teams within Team) to handle specific transition waves and activities
- Pool of production-ready resources to handle volume surges
- Pre-defined program SLAs and parameters to track, monitor, and report program progress



- Communication framework to drive alignment and readiness to support knowledge capture and training development
- Multi-level training strategy and design for holistic upskilling at organization, business, team, and individual levels
- Learning Needs Assessment for each transition wave to design wave/group-specific training strategy
- Evaluation framework with pre-defined metrics to measure production readiness of new hires

- Knowledge Capture framework to capture and transform tacit knowledge to learning assets
- Continuous improvement measures to drive reusability, reduce development timelines, and improve effectiveness