

Knowledge management framework design for a commercial finance major



Business Need

The customer had moved from Loan IQ and ABLe to ACBS as a sub ledger system. The documentation and training provided by the application provider was too generic and users were struggling with Loan setup and processing. There was a need for:

- Training support for new hires and experienced users
- Creation of standardized procedures across regions
- Ability to push knowledge to users
- Tracking of knowledge consumption
- Management of ongoing changes to procedures



Genpact Solution

- Customized learning paths and trainings for new hires
- On-the-job social learning
- Just-in-time knowledge access using digital SOPs
- Design and implementation of document governance framework
 - Implementation of controlled updates to documents
 - Dissemination of updates to the audience
 - Acknowledgement by the audience of having read the updates
 - Tracking and reporting
 - Periodic updates of documents per set frequency
 - Management of documents according to record management/retention guidelines
- Integrated change tracking
- Functionality for users to ask questions and suggest changes
- Automated periodic SOP review
- Reports and dashboards to check pending SOPs, read SOPs, etc.
- Creation of ~1000 SOPs customized to customer processes
- Google-based search for easy document access



Business Impact

- **\$2.05M of cost benefit through:**
 - Reduction in time-to-proficiency by 15 days leading to a benefit of \$1.1M
 - Reduction in cost of training
 - Increased compliance through better reporting
 - Prevention of rework due to system changes

