



“ Skillsoft gave us that ability and flexibility to build a catalog of courses that suited the requirements of our business.”

Eamonn Eaton, Head of Group Learning, Bank of Ireland Group

BUSINESS CHALLENGE

Bank of Ireland Group is a diversified financial services organisation that employs 12,000 people in Ireland and the United Kingdom. The Group provides a wide range of personal and commercial financial services through its branch network in Ireland, its telephone and online banking service 'Banking 365' and its joint venture with the British Post Office.

With banking industry regulations already requiring more stringent staff training, compliance and controls, Bank of Ireland took the opportunity to review its training structure and delivery model in favor of something broader and more sophisticated. They wanted timely, cost effective training that could be used enterprise wide, be highly scalable and encourage career development.

ABOUT BANK OF IRELAND

Bank of Ireland is a diversified Financial Services Group established in 1783 by Royal Charter. A traditional, relationship-driven retail and commercial bank with a conservative business philosophy, Bank of Ireland is regulated by the Central Bank of Ireland. Bank of Ireland (UK) plc is a wholly-owned UK subsidiary of Bank of Ireland and forms part of the Bank of Ireland Group. Bank of Ireland (UK) plc is committed to the UK market and their UK customers. Bank of Ireland want to grow their savings and lending businesses and support their customers in the UK, both directly and through their partnership with the UK Post Office®.

HOW SKILLSOFT HELPED

Skillsoft supported the launch of Learningzone, its new L&D system, with an extensive gateway curriculum to a web based learning culture.

Flexible and available 24/7, this web based, self-service model for training has allowed the Bank to offer an employee-empowered 'anytime, anywhere' service – all backed up with comprehensive reporting and tracking on achievements and progress.

KEY METRICS

44%

A 44% reduction in the required annual investment in L&D

40%

Over a five-year period it has seen web-based learning rocket from 1% to 40%. Indeed, despite a significant 14% headcount reduction in 2013, the per person demand levels saw a demonstrable increase in usage of nearly 20%

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