



BATKY-HOWELL TRAININGSM

EDUCATING PROFESSIONAL SOFTWARE DEVELOPERSSM

Case Studies in Success

Challenges

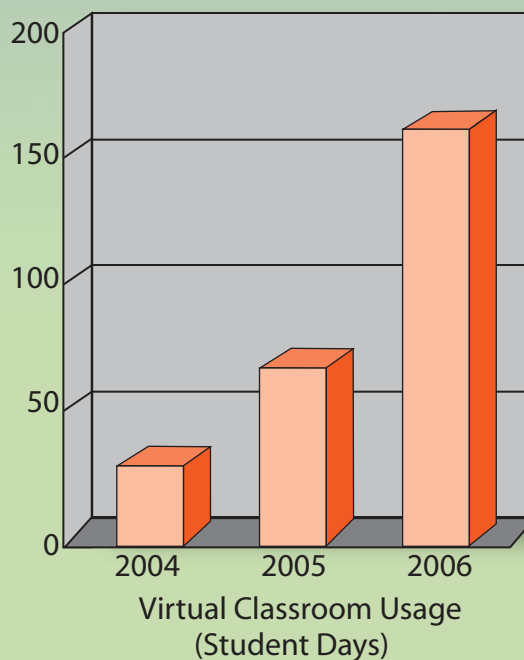
- Multiple acquisitions over the last two years resulting in a shift to a de-centralized IT presence.
- The corporation's software development environment is transitioning from largely uniform to predominantly mixed.
- Training needs within the organization are changing focus away from complete team or migration training to a large number of requests for training of individual employees.

Background

40 years in the financial world have established our client as a worldwide leader in the fields of banking and payment technology solutions. They offer products and services that facilitate account processing for:

- Deposit, loan and trust systems
- Image-based and conventional check processing
- Electronic funds transfers, and payments

More recently, they have expanded their easy-to-use systems into the field of consumer health care payments with the hopes of revolutionizing processes. This expanded scope follows numerous business acquisitions and an increase in annual revenue of almost \$620 million over the past four years. Through all of



these changes, their dedication to high standards of customer care, employee training, financial expertise, and technological leadership has never wavered.



BATKY-HOWELL TRAININGSM

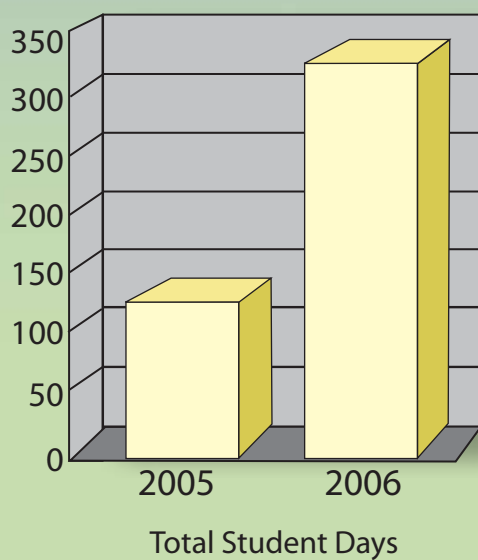
EDUCATING PROFESSIONAL SOFTWARE DEVELOPERSSM

Solutions

Batky-Howell offered individual employees the opportunity to take open-enrollment, live, instructor-led Internet classes and make these classes available via a centralized, internal training website.

We provided a dedicated Account Manager who acts as the corporation's single point-of-contact, responsible for tracking the prerequisites and processes of an increasingly diverse technological training program.

Individual training environments were established that are more accessible and flexible. The IT professional can now take classes from their home, office, or training room, allowing them the opportunity to take a wider variety of classes on different schedules.



Results

- With these changes in place, the number of students who were able to receive training increased by 180%.
- Our client is now able to accommodate its mixed development environment because its IT professionals now attend a wider selection of courses.
- With the addition of live, instructor-led Internet classes to its training schedule, they can ensure that its corporate and subsidiary locations have access to the same training opportunities.
- Finally, this transformation in training procedures enables the fulfillment of individualized training plans, while eliminating all travel costs and maximizing their training budget.