Case Study 3: Driving FinTech Adoption Through Targeted Training

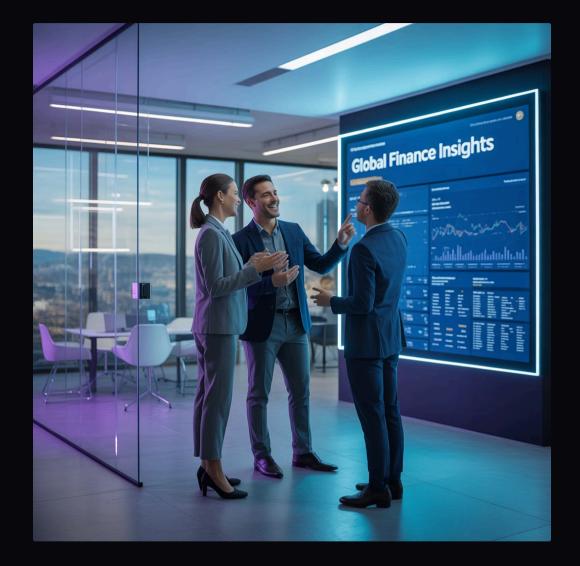
613 LOGISTICS AND MANAGEMENT LLC

Client Overview

A major financial services firm introduced a **new digital banking platform** to enhance client experience and streamline operations. The success of this transformation relied on **rapid employee adoption** and **customer training** without disrupting daily operations.

Challenges

- Employees needed to master **new FinTech tools** quickly
- High regulatory compliance requirements
- Diverse user base requiring multilingual training materials
- Need for a scalable training model for ongoing product updates





Role-Based Training Design

Developed **modular, scenario-based training programs** for different roles, including customer service reps, financial advisors, and compliance teams.

Microlearning & Simulation

Introduced **interactive simulations** for realworld banking scenarios and created **bitesized video tutorials** to reinforce learning.

Change Management Support

Guided leadership teams through the transition, reducing resistance and ensuring alignment with business objectives.

Results

92%

Employee Proficiency

within 60 days of launch

25%

Improved Customer
Satisfaction

Scores increased significantly



Compliance Errors

Significant Reduction



Scalable Model

for continuous FinTech innovation rollouts

Key Services Delivered

FinTech Training Program Development

Compliance-Focused Instructional Design

Interactive Simulations & Microlearning

Change Management Consulting