

Customer success story



Chubb
Insurance
Company of
Europe

Working together to inspire
individual performance



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At Chubb, learning and development forms part of the company goals. Continuous learning that relates to an employee's role is fully supported.

Chubb Insurance Company of Europe SA is a member of the Chubb Group of Insurance companies, one of the world's leading insurance organisations, founded in 1882. Chubb is a specialised insurance company and is known for providing customised insurance solutions to individuals and to a wide range of business, small and large, national and multinational through independent brokers. The European Zone office is based in London and Diane Mason is the Technology Team Leader within the European Learning and Development Group, responsible for providing IT skills training and e-learning opportunities to the region's 1300 staff in 25 offices throughout Europe.

The business need

Chubb is constantly looking for ways to enhance the learning opportunities available and an internet based system was the obvious next step. The primary objective was to have a feature rich Learning Management System (LMS) that offered a wide scale and diversity of learning and complied with learning best practice guidelines. It also needed to manage a variety of content that a diverse and dispersed staff, many of whom do not have English as a first language, would be able to undertake. In addition, in 2005, the new Financial Services Authority (FSA) introduced new mandatory legislation requiring companies to be able to provide evidence of any continuous professional development (CPD) undertaken. Therefore a system that could manage and track the training made good business sense.

Key considerations

The pan-European nature of the project meant that the IT infrastructure of each office throughout

the Continent needed to be considered when planning effective access for employees. This would ensure consistent quality and usage throughout the company. The time frame was also influenced by the requirements of head office in the United States. Specific learning material prepared in-house had to be completed and tracked within 6 months. Budget was a key factor in the choice of LMS. A cost effective and efficient LMS was required. It needed to be quick to install to meet year-end deadlines and come with a high level of customer support.

The e2train solution

Having looked at other systems with the help of external consultants, meetings were held with members of the e2train team. As an AICC and SCORM conformant LMS, Kallidus was chosen as it could meet all Chubb's expectations; delivering courses produced by Chubb themselves to the dispersed workforce, as well as off-the-shelf e-learning from providers such as SkillSoft. Kallidus LMS also came with excellent technical support, which was an important consideration. A certain amount of



e2train continues to be a great resource in supporting our set up and handling queries over integrating a variety of course content.

- Diane Mason, Chubb Insurance



preinstallation work took place, including an assessment of the IT infrastructure. Working together with Chubb's IT and Training teams, e2train were able to install Kallidus LMS as planned with no problems, in just half a day.

Results and feedback

Two products required mandatory learning: Corporate Code of Conduct and Violence in the Workplace. Both were produced in-house in the US. The pressures of time meant installation was required by the end of September, with learning undertaken by the end of December that year. Over 89% of Chubb employees completed the mandatory training on time – a great achievement!

For many employees located in European offices, English is not a first language, so it was crucial that Kallidus LMS blended into the background, ensuring all training was given in an easily comprehensible manner. Feedback suggested that learners were able to access the learning content without any problem and that the use of Kallidus LMS delivery mechanism did not give rise to any concern during the launch of this new initiative.

As with any new technology, Chubb envisaged a cultural challenge with the rollout of the LMS. Emails were sent to learners with links to Kallidus LMS. It was also added to the Start menu on the Windows desktop. In addition, headsets were provided to each employee to help utilise the audio capabilities of the learning content.

It is now possible to ensure that new staff take up any mandatory training pertinent to their

to their job role within the first month and this can be managed and assessed much more easily with Kallidus LMS and is now being used to enhance the whole blended learning vision at Chubb.

Ongoing progress

LMS will manage more content closely linked to compliance training, such as The Proceeds of Crime Act, The Data Protection Act and Competition Law. They also provided staff training when Chubb upgraded to Windows and Office XP.

Chubb's intranet site is utilised to communicate, give instructions and help aid best practice for staff. An e-learning Forum including members of staff from the business has been established to discuss future training and benefits to staff as well as offering management support. All new staff receive emails with links to the HR, Learning and Development site. 'Lunch and Learn' sessions have also been held as a means of demonstrating the use of the LMS and of communicating the benefits of e-learning to a cross-section of the staff.

Chubb's vision for the future is to be able to provide staff with a fully blended solution via Kallidus LMS. Chubb is looking to take advantage of all the facilities of the LMS by adding features such as additional forums and chat rooms. Kallidus LMS will also assist in providing pre and post learning opportunities, supporting a blended approach. It is now easier to remind learners of learning options and to reinforce key learning messages. With the increasing FSA requirements, accurate record keeping of mandatory training continues to be a key focus. Kallidus LMS now makes it easier to deliver and produce evidence of this critical training.



About e2train

e2train is an award-winning supplier of learning and performance technologies.

The company's vision is to empower individuals and organisations to learn effectively and improve performance by being a trusted provider of innovative technology-based solutions and services. Its Kallidus software is used throughout the world to create, deliver and manage organisation's learning and performance management operations.



For a demonstration or just more information about Kallidus, call **01285 883900**, email: sales@e2train.com or go to www.e2train.com/Kallidus

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