

CASE STUDY: CRÉDIT AGRICOLE – CHARENTE PÉRIGORD



Crédit Agricole Charente-Périgord (CACP) is a regional bank specialised in selling financial products (banking, saving and insurance). The CACP, created in 1994, covers the French departments of Charente and Dordogne and is constituted of a dense network of agencies (67 local banks and 121 proximity agencies). Its 1'228 employees and 826 administrators are driven by the founding values of proximity, responsibility and solidarity to satisfy their customers and promote regional development.



The issue

CACP wishes to:

- Offer a free access training catalogue to its employees equipped with professional and / or personal PC and tablets
- Provide competence quizzes with a fast and modern display of results and the validation of professional skills
- Motivate employees by offering them "knowledge boosters" adapted to one's axis of competence and progress

The solution

MOS Chorus

- An engaging, modern and tablet/PC compatible learning portal (ATAWAD)
- An efficient skill management tool: individualised and detailed learners' progress tracking; dynamic evaluation system based on one's job and progress axis; dynamic display of courses according to quiz results; validation of professional skills following evaluations
- A collaborative LCMS 2.0 solution: Single Sign On connector (SSO) to the Enterprise Social Network (coming soon)

Results: Since June 2015, 600 employees have free access to 300 contents and 10 quizzes based on their job