



Lessons and Training for 2,000 Mobiliar Employees

Die Mobiliar Versicherungen & Vorsorge

The Company

The Mobiliar Versicherungen & Vorsorge was founded in 1826 in Bern and is the oldest private insurance association in Switzerland. It is currently one of the leading insurance providers in Switzerland. More than one million customers benefit from the comprehensive insurance packages offered by Mobiliar such as household insurances, property, liability and automobile insurances, life and risk insurances, accident and health insurances, technical and building insurances, transport, travel as well as group insurances.

Mobiliar, with over 80 general agencies in Switzerland, is known for its decentralized structure and customer-orientation.

Projects:

- | Launch of ORPA, an organisation and partner system
- | Further training in ELAN, an electronic order and offering system, and Point of Sales (POS)

Users: 500 to 1,500 end users

Modules: Training, test

Focus: Staff training

2,000 Mobiliar employees trained with help from the datango knowledge suite

The Challenge

With 3,300 employees in Switzerland who address approximately 1.3 million customers and their insurance policies, the Mobiliar Group has an enormous need for staff training and professional development in software program operation.

2,000 employees administrate insurance policies and prepare proposals for potential customers over ELAN, an electronic order and offering system. This program is constantly being expanded. ORPA, a partner organization system, is to be launched to simplify communication between employees and company associates. Key life insurance and investment products are being offered over POS (Point of Sale) and transferred over a management system via electronic data matching since the third quarter of 2007. Mobiliar employees have to be prepared for subsequent changes in the work process and the use of the system.

The Solution

The management of the Mobiliar eLearning center decided to go with the datango knowledge suite. Why? Firstly to introduce the staff to the new ORPA system and ease its operation. And secondly to familiarize them quickly with the changes linked to the expansion of the existing systems (ELAN and POS).

Cost efficiency and timing were vital in their decision: By the creation of general as well as bilingual lessons by the authors, with regards to the end user's speed and quality of learning as well as by saving money. The focus was placed on the implementation of the dks practice and test modes. Short and concise lessons were to be generated in German and French with the rerecording function (this allows the direct automated language transfer in over 30 languages). In order to optimize the project technically and make the content didactically relevant, the eLearning center worked closely with the various departments in preparing and creating the lessons as well as with the main system launch project.



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The Result

Five large-scale projects and software expansions were launched with the datango knowledge suite since the summer of 2006. This involved about 500 to 1,500 people in each project. Since then, the end users have been able to process lessons in datango trainer practice and test mode. The course is taught with a blended learning approach so that the system users are effectively informed and methodically trained.

All eLearning courses can be accessed by the employees over a Learning Management System. This ensures learning the new system quickly. Within a few weeks the project team created five to ten short and concise lessons per project. These convey the knowledge required for new software launch and/or expansion. The end users have the choice of calling up the lessons in either German or French.

Therese Jung-Bärtschi, the head of the Mobiliar eLearning centre, estimates time saved using the datango knowledge suite at about 75 percent. Content learned in approximately four hours of conventional classroom training was learned in two hours or less via the dks in practice and test mode.

Ms Jung-Bärtschi describes her experience with the datango knowledge suite as follows: "datango helps us carry out training and professional development effectively. Lessons are quickly compiled and generated with datango. The users are motivated to learn quickly with the lessons we produced with dks. This enables us to implement changes in key company software easily and speedily."

The Future

Further training projects using the datango knowledge suite at Mobiliar are already in planning, for example the rollout of an expanded version of ELAN for the entire company's operations. Precisely for this reason the dks navigation mode will be implemented to generate the live system support – to offer even more effective training.



datango AG

datango AG was founded in Berlin in 1999 and boasts subsidiaries also in a number of European countries and in the United States.

As one of the leading providers of Electronic Performance Support Systems (EPSS), it offers companies complete software solutions for the entire lifecycle of an application - from project design and initial implementation to user support.

The datango AG has developed a live navigation support, that provides optimal just-in-time learning for the end user.

datango AG's clients include Bosch, Bayer Schering Pharma, e.on and SPAR.