

data sheet

Saba Solutions for Financial Services

Benefits:

- Completed all compliance training with as much as 80% in training cost savings
- Measurably improved customer satisfaction and profitability
- Save cost and raise employee performance with a unified platform for learning and performance

Features:

- Goal alignment
- Automated performance reviews
- 360, multi-rater assessments
- Performance planning
- Employee surveys
- Initiative management
- Competency management
- Development plans
- Succession planning
- Compliance and certification management
- Audit trails and e-signatures
- Blended learning: ILT, online training
- Real-time learning/virtual classroom
- Learning content management
- Prescriptive learning assignment
- Learning catalog and registration
- Learning eCommerce: order management, pricing, promotions, email marketing
- Instructors' tools
- Course evaluations, tests, questionnaires
- Informal learning features – communities, wikis, discussion forums
- Managers' portal
- Tools for all administrators: learning, HR, performance
- Integration to Outlook and Lotus Notes email
- Integration to JSR 168 compliant portals
- Email notifications
- Reportingã

Financial institutions today must compete not just with better execution, but also by delivering high customer value through expanded product portfolios, wider geographic reach and superior customer service. In the past, they successfully used technology investments to improve their operational processes. They are now moving to the next wave — investing in technology to improve their people processes.

Financial institutions need to ensure that their customer-facing employees:

- Are knowledgeable on a wide range of product and service offerings
- Execute customer-facing business processes flawlessly
- Interact with customers consistently, even after mergers and acquisitions
- Focus their efforts on the most important corporate objectives
- Understand how their performance influences business results.

In addition, financial institutions face pressure from an ever-increasing number of government regulations, both at the local level and globally. With growing fines and more geographies to track, compliance tracking and reporting has become a major challenge.

“ The Saba platform is regarded as an integral part of learning and development across the group. It is a case study in how to successfully move the human capital management paradigm from human resources to the business as a whole. ”

Andrew Brown, Manager, People and Performance
Promina Group
Kaiser Permanente

Saba offers comprehensive people management solutions — for learning, performance, and talent management — to help financial services organizations enhance shareholder value and market confidence. Saba solutions provide a comprehensive management

system for people processes: To align people with overall business objectives, develop skills and knowledge, enable collaboration and teamwork, and generate visibility into business results.

Align People With Corporate Objectives

- With Saba, you can map corporate objectives to specific goals and development activities required from your work force and even people outside of your organization. This focuses their efforts on your most important priorities while providing a mechanism to measure progress and identify potential gaps.
- Our competency management and succession management solutions allow you to identify skill gaps in your work force, close those gaps, and keep track of how your talent matches your strategic objectives today and in the future
- Saba's reports give visibility to business results and value achieved from human capital management initiatives, as well as to identify potential risks of non-compliance and critical competency gaps

Improve Selling and Cross-Selling Effectiveness

- With the Saba solution, financial institutions can deliver blended learning programs that instill knowledge more effectively, just in time, and consistently across curricula and geographies
- Goal and objective management focuses people on the most important customer initiatives
- People can access knowledge on demand, in real time, to support sales activities

Increase Customer Retention and Share of Customer

- With Saba, financial institutions can provide online education to help customers understand complex financial choices and to strengthen customer relationships. Customers access these education offerings via an easy to use Web interface. E-commerce functionality allows financial institutions to track and even charge for customer-facing courses.

Reduce Regulatory Compliance Risks

- **Certifications and competency management capabilities** allow organizations to assess and assure the right skills and capabilities in their work force
- Reporting and audit trails enable organizations to track and prove all aspects of the certification process

Improve Employee Retention

- **The Saba solution manages skills assessments and competencies**, so that you can provide employees with feedback on their career paths
- Performance management capabilities allow employees to clearly understand how they are evaluated and how their efforts affect corporate performance

Eliminate Costs of Manual Processes

- **With more than 20 languages and a system that can scale to hundreds of thousands of users**, Saba provides a powerful solution that reaches people around the globe
- Saba systematically automates and manages all HCM processes and logistics, which have traditionally been inconsistent and burdensome across large organizations

Standardize on a Unified Platform for Learning and Performance

With many disparate systems, financial services organizations often cannot get a single view of their people's development and competencies. Saba provides this single view through a unified platform to support multiple units within a company to manage learning and performance of its people.