


Transforming compliance training

Credit card manufacturer case study

Company overview

This organization is a credit card manufacturer that creates the cards used in most major transactions. They provide a comprehensive range of debit, credit and prepaid cards, digital payment technology, and related solutions to financial institutions, fintech companies, prepaid programs and other industries. Given their interactions with prominent institutions, including banks and credit card companies, maintaining integrity in dealings with financial entities becomes crucial.



Company: Medium-sized credit card manufacturer

Industry: Manufacturing

Location: United States

The challenge

According to this organization's Director of Risk & Corporate Compliance, compliance programs were managed by the human resources department. However, the burden placed on a single team was overwhelming, and the previous training methods were criticized as "ancient," "stale" and "lengthy," lacking the ability to engage employees effectively.

“ The compliance department that I manage was brand new to the organization. There was no library to pull things from, the library they had was enormous and ancient.”

Director of Risk &
Corporate Compliance





The solution

After exploring alternative options, the organization opted for [Diligent Compliance & Ethics Training](#) (formerly Compliance Wave) based on extensive online reviews and their previous positive experience with Diligent's [Enhanced Due Diligence services](#).

Getting access to the Compliance & Ethics Training library enabled this organization to swiftly establish their "Speak Up" program, focused on raising awareness about sexual harassment. Leveraging the resources available in the content library, they efficiently developed quarterly training sessions covering diverse topics.

The results

After gaining access to Diligent Compliance & Ethics Training, the organization discovered that not only did employees' engagement with compliance training improve significantly, but they also experienced a boost in worker productivity. This was possible because they could dedicate more time to other priorities, rather than spending excessive time hunting for or creating content for the compliance program.

"I think [I saved HR a lot of time](#) by developing that whole program for them...That's something they would have been tasked with in the past [the Speak Up program], and I was able to do that for them and give them bandwidth to do whatever else they had to do." —
Director of Risk & Corporate Compliance

“That is the big bang for the buck that I have gotten from Diligent – being able to develop that program. [It did not take me very long at all](#); I just went to the library, found the topics, put them into a calendar and got them going. [And I have done that two years in a row now.](#)”

Director of Risk &
Corporate Compliance

“[A better understanding of the topic\[s\]](#) is what we found... because it was short, to the point, and the other stuff was long, laborious.”

Director of Risk &
Corporate Compliance

About Diligent

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