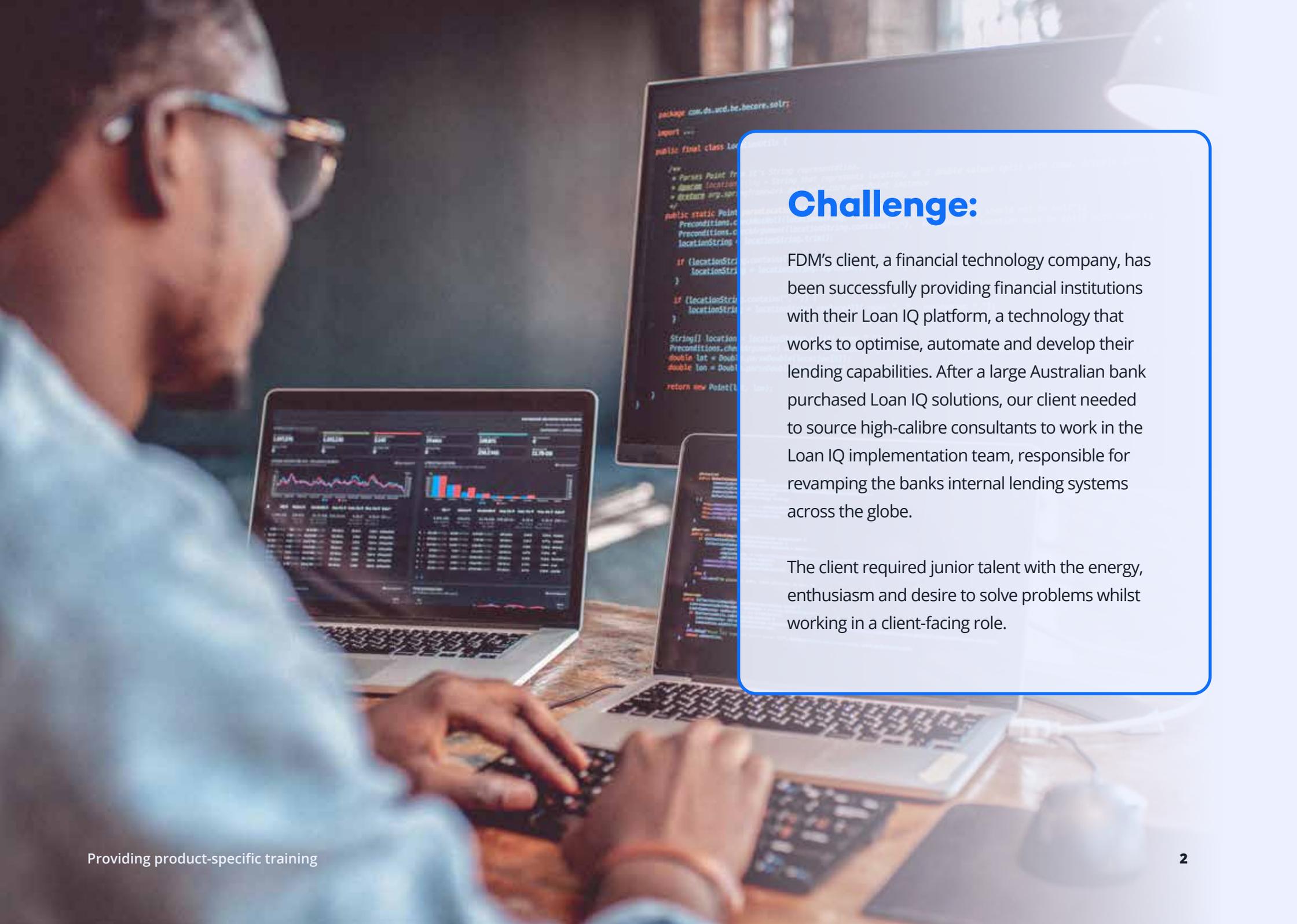




Providing product-specific training

Partnering with our client to develop a team to implement their Loan IQ Facilitation System.





Challenge:

FDM's client, a financial technology company, has been successfully providing financial institutions with their Loan IQ platform, a technology that works to optimise, automate and develop their lending capabilities. After a large Australian bank purchased Loan IQ solutions, our client needed to source high-calibre consultants to work in the Loan IQ implementation team, responsible for revamping the banks internal lending systems across the globe.

The client required junior talent with the energy, enthusiasm and desire to solve problems whilst working in a client-facing role.

Solution:

The client interviewed and selected four FDM consultants from the Business Analysis and Business Intelligence course. The 9-week training program included the following:

- **Excel VBA**
- **SQL**
- **Business Analysis Foundation**
- **Project management**
- **BI & Data Warehousing Concepts**
- **Extract, Transform, Load (ETL)**

An additional week of training was provided by the client on Loan IQ, to ensure the candidates were fully equipped for a seamless integration on to the implementation project.

Outcome:

The FDM team is placed in Technical and Business Consultant roles on client site. They perform crucial and multiplex integration tasks involving the migration from legacy platforms to new cloud-based platforms, the first of its kind to be implemented within Australian financial services. They are a part of multiple projects with tasks including:

Gathering Requirements and completing configurations: Conducting workshops to identify configuration requirements in Loan IQ and update the system's functionalities accordingly.

Migration: Analysing source system data to ensure the correct source to target data mapping. They write scripts to extract the relevant data and perform continuous migration testing and analysis of the results in preparation for 'go-live' implementations.

Complete testing: Entering business scenarios relevant to the end-client into Loan IQ to ensure the system is working and that there are no software defects and gaps.

Training the end-client: Organising multiple training sessions for various stakeholders within the bank to provide an overview of the Loan IQ system and demonstrate how to execute all required transactions to meet the bank's business and operational expectations.

Training the client's offshore teams: Providing training to offshore teams on the complete testing of software releases in advance.

Solution design: Collaborating with developers and key stakeholders to design solutions for the client's technological challenges.

Two of the FDM consultants have travelled across the APAC region to collaborate with the project's Software Developers in the Philippines. The team have been involved in all elements of the Software Development Life Cycle, acting as key resources on some of the most challenging elements of the program.

The team received excellent feedback with three of the consultants receiving a nomination for FDM's Consultant of the Month award.

By partnering with FDM, the client was able to achieve the following:



Niche skill set: The consultants had the skills that suited the client's requirements. By facilitating the additional training in FDM's Academy and using our infrastructure, the client was able to impart our consultants with product-specific knowledge in a cost effective and timely manner.



Time and cost savings: FDM managed the recruitment, training and onboarding processes, eliminating administrative strain and saving cost. This allowed the team to start on client site within the required timeframe.



Long-term ROI: Three of the consultants have moved into permanent roles and the fourth will follow when their 24-month term with FDM finishes. This will allow the retention of key knowledge and skills, securing a high return on investment in new talent.

Our Partnerships and Product-Specific Training

FDM has a proven track record of successfully partnering with organisations such as Murex, AppDynamics and PEGA, in order to further upskill consultants with specific skill sets. Our Partnerships and Products approach helps us to understand the product-specific training that may be required in order to provide suitable solutions for our clients' unique requirements. The steps of the approach include:



Locations

Agreement of base locations



Skill set

Agreement in terms of job role



Skills Workshop

Workshops to determine technologies and methodologies



Gap Analysis

Variance analysis to determine what tailoring is required



Feedback Loop

Presenting the tailored solution to the client



Client Sign-Off

Confirmation that training is ready to commence



Training

Option to be involved throughout the training and at sign-off

We have successfully delivered product-specific training for multiple software platforms including:

Appian

Avaloq

Calypso

Fenergo

Murex

Python

ServiceNow

Tableau

By providing consultants with product-specific training, a deep understanding of different methodologies and industry-specific knowledge, FDM ensures that we are aligned to relevant market trends and client needs.

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