



# LIBERTY

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Liberty saves  
**ZAR 3.6 million**  
annually by  
providing live online  
training to 4,000  
financial advisers on  
WizIQ Virtual  
Classroom

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Liberty, a South Africa-based financial services firm, trains 4,000 financial advisers located across the country and internationally using WizIQ Virtual Classroom software, saving of ZAR 3.6 million annually. It conducts real-time workshops for its dispersed employees to train them on company's various financial solutions and other offerings. Robert Pfau, Head of Learning Solutions & Design and Customer Market Strategy, was looking for a cloud-based, hosted, ready-to-use Virtual Classroom platform with the mobile support that could work well with the company's existing IT infrastructure. He resorted to WizIQ Virtual Classroom to collaborate with remotely located subject matter experts (SMEs) to provide just-in-time online training to the company's employees located in and out of South Africa. It saved them the planning, organizing and travelling time, and the cost involved in IT hardware and infrastructure, space and travel arrangements and taking employees off work.

## The Challenge

Robert Pfau, Head of Learning Solutions & Design and Customer Market Strategy at Liberty, needed an online learning delivery platform that would allow him to offer live instructor-led training to company's financial advisers located across South Africa and internationally. He wanted an easy-to-use, cost-effective solution to conduct online product workshops for remotely located employees in a face-to-face, collaborative environment.

Liberty was basically looking for a virtual live learning solution that:

- ✓ Could seamlessly integrate with its existing IT infrastructure.
- ✓ Was cloud-based, hosted software requiring minimum IT infrastructure
- ✓ Offered excellent audio-video streaming.
- ✓ Allowed learning on all mobile devices
- ✓ Proved economical in going online
- ✓ Came with 24x7 technical support

## The Solution

WizIQ Virtual Classroom

## The Benefits

Using WizIQ Virtual Classroom, Liberty trains 4,000 remotely-located financial advisers currently. Robert says, the benefits that company achieved by deploying WizIQ include:

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| ✓ <b>Quick setup</b> taking live training function online in a week's time with existing IT infrastructure. | ✓ <b>Collaboration with remotely located SMEs</b> to deliver just-in-time training.           |
| ✓ <b>Easy administration</b> and monitoring of real-time online training.                                   | ✓ <b>Delivery of same training</b> in different regions at minimal expense.                   |
| ✓ <b>Save time</b> involved in travelling   | ✓ <b>Financial savings of ZAR 3.6 (\$271,000) million per year</b> by moving training online. |

# Why did Liberty choose WizIQ Virtual Classroom?

Liberty first tried Centra Symposium software to deliver live training to its geographically dispersed financial advisers. However, the company soon switched to WizIQ Virtual Classroom given the cost of licensing and local hosting of its previous choice. Robert says he wanted a solution that could integrate smoothly with the company's existing system and facilitate remote instructor-led training without a huge upfront and ongoing cost. He chose WizIQ Virtual Classroom because of the following reasons:

- ✓ **Smooth integration:** A platform with the least implementation requirements that played nice with existing systems.
- ✓ **Ease-of-use:** A simple and intuitive platform that eliminated the requirement of implementation training for users.
- ✓ **No IT infrastructure cost:** A technology that allowed going live with bare minimum IT infrastructure.
- ✓ **Cloud-based:** No need to host on-premise or to find a third party host. It was already hosted and ready-to-use. Saved cost and hassles of local hosting.
- ✓ **Content Library:** A platform that allowed for easy storage and sharing of learning material and case studies.
- ✓ **Support for mobile devices:** Support for all desktop and mobile devices that played a major role in selection.
- ✓ **24/7 Tech Support:** Liberty needed a solution that offered 24x7 expert technical support.

## Training live from anywhere with WizIQ Virtual Classroom

When Robert found WizIQ Virtual Classroom, he discovered a solution that integrated seamlessly and played well with the company's existing system. The cloud-based, already-hosted and ready-to-use platform helped Liberty get started with the online training of geographically dispersed financial advisers within a week. Since choosing WizIQ Virtual Classroom, Robert has been able to collaborate with remotely located Subject Matter Experts and train thousands of financial advisers. Currently, 4,000 financial advisers across South Africa and rest of the world are enrolled in the company's online training program. He has been able to establish a successful online training function in minimum time with considerably low financial investment and existing IT infrastructure.

Also, by taking the training online, Liberty's Learning Solutions and Design Department ensures to deliver product-specific learning to employees just-in-time. Apart from this, monitoring and administration of learning have become easier. The company has experienced a direct impact on its ROI. It has been able to save costs incurred on making travel and stay arrangements for Subject Matter Experts and financial advisers. Also, it can utilize the same training sessions for everyone located locally or internationally. Moreover, there were no hardware and architecture costs involved. All in all, the company is saving in excess of ZAR 3.6 million in a year.

The WizIQ Virtual Classroom features that Liberty finds the most useful for live online training include:

- ✓ **Live audio-video conferencing:** WizIQ Virtual Classroom enabled Liberty's L&D department to train its financial advisers in real time. This keeps the social element of physical training sessions intact and allows trainers to gauge the comprehension and learning of attendees. Live face-to-face interaction makes it much simpler for financial advisers to learn about complex financial solutions online.
- ✓ **Cloud storage:** The cloud-based content library allows instructors to upload learning material beforehand, which they can quickly access during the session. Also, they can upload learning material and support documentation in all sorts of files ranging from documents, presentations, and spreadsheets to PDFs and more.
- ✓ **Interactive whiteboard:** Because financial products are no-one-size-fitting-all and are complex in nature, they might require illustrations, examples, derivations, and calculations, the interactive whiteboards make it easy for SMEs to explain the product in a virtual environment.
- ✓ **Text chat:** SMEs and financial advisers use text chat in WizIQ Virtual Classroom to communicate amongst themselves in real time during online classes. They share links to online resources, post queries and share their feedback in real time.
- ✓ **Screen-sharing feature:** This screen sharing feature allows instructors to assist financial advisers who are new to the virtual live environment and have trouble using a software feature. Also, the feature allows them to view the worksheets and calculations of attendees.
- ✓ **Polling tool:** Polling tool allows SMEs to ask questions, run surveys and take feedback during the live session. This helps in gauging the understanding and interests of attendees.
- ✓ **Class recordings:** WizIQ Virtual Classroom's recording feature allows L&D department to capture live training sessions. The recordings are available for view and download, giving financial advisers an added advantage of watching the recording in case they have missed it. Also, it helps administrators to check the performance of trainers and financial advisers.
- ✓ **Attendance reporting and notifications:** The built-in attendance reporting mechanism allows them to view and download automated attendance reports with employee ID, email, and login time.
- ✓ **Mobile support:** This was one of the main requirements of Liberty. Since the company offers financial services, its employees need on-the-go support at times. Learning delivery on mobile ensures that the financial advisers can access material and attend sessions even on-the-go.



## Liberty applauds WizIQ

"The administration of virtual classroom session is very simple to do, and has saved us time. Setting up access via our corporate firewalls was a challenge, but once this was sorted out we had no issues. The WizIQ support team has been fantastic. They respond very quickly to support requests, and are always willing to assist. Our users love the interface, which is very easy to use. The Mobile device support is a dream to use."

Robert Pfau

Head – Learning Solutions & Design and  
Customer Market Strategy at Liberty , South Africa

# Your search ends here

Not only has WizIQ helped Liberty establish a successful online live training function, the company has also been able to save a lot of money and off-work hours. It has been able to train, skill, reskill and upskill its 4,000 financial advisers located across and outside South Africa with minimum resources at significantly low costs. Liberty provides face-to-face distance training through real-time, interactive sessions supported by WizIQ Virtual Classroom platform. If you are also searching for a comprehensive yet easy-to-use and affordable technology solution for online training, your search ends here. WizIQ is a one-stop solution for all your live online training requirements.

[Start Free Trial](#)

## Know more about WizIQ

Founded in 2007, WizIQ is an online learning delivery platform for universities, K12, test prep/tutoring/training institutes, corporates and individual instructors. Over 400,000 educational institutes, corporates and individual instructors from 105 countries have leveraged WizIQ to impart learning to 5.4 million learners.

WizIQ Virtual Classroom is an easy to use live online learning delivery software. It enables educational service providers, corporate organizations and individual instructors to start delivering live online classes, training sessions or webinars within minutes. It is the winner of "Best Virtual Classroom" award by World Education Congress four years in a row.

WizIQ Online Academy enables one to build, manage, deliver and sell self-paced online learning courses easily. It is the perfect solution for educational and corporate organizations to build online distance education, internal employee training and extended enterprise training programs with a goal to increase learner engagement, improve instructor effectiveness, reduce total cost of operation and reach new markets. It has topped GetApp's ranking of top 25 Learning Management System (LMS) for four consecutive quarters.

## WizIQ at a glance

WizIQ is a comprehensive learning delivery solution that gives you complete ownership of your online teaching and training career with benefits such as:

- ▶ Quick start almost immediately
- ▶ No set-up costs, no long term contracts, no hidden costs pay as you go
- ▶ Everything you need, in one place no third-party integrations required
- ▶ A physical classroom environment no proximity issues
- ▶ Your online learning business on your own domain name
- ▶ Your own, native mobile apps build your own brand
- ▶ Payment gateway integration monetize your services
- ▶ Easy to use platform plus 24x7 live support

Even more, WizIQ empowers individual instructors to set up their own learning institute within minutes. You can take advantage of all its cutting-edge features like mobile learning, video streaming, live online classroom, discussion boards, assessments, and insights and analytics tools along with high definition video conferencing. With WizIQ, you eliminate the development complexities and the IT setup costs.

## Contact us

Explore our website at [www.wiziq.com](http://www.wiziq.com) to find out more, or contact us directly at [marketing@wiziq.com](mailto:marketing@wiziq.com) or [sales@wiziq.com](mailto:sales@wiziq.com) We'd love to show you around and give you a live tour of WizIQ. Also, you can opt for a 14-day free trial to explore and experience the many ways WizIQ can benefit you and your students.

To discover new ways to expand your educational horizons and leverage the possibilities for online learning with the help of WizIQ, write to us. Or, give us a call at:

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