

Case Study: Munich Re

Munich Re makes staff training more effective with ANCILE uPerform™

Large organizations are implementing complex new technology platforms for their global workforce and are responsible for ensuring all employees know how to use these new systems. Creating training on complex tasks and in multiple languages, providing a central place for employees to quickly find the information they seek, and managing the logistics and scheduling of classroom or web sessions are only a few of the formidable challenges associated with designing and delivering training in a large global organization.

“The transactions are extremely long and difficult for users to complete,” says Marcus Rippel, IT Service Manager at Munich Re, one of the largest reinsurance companies in the world. “There are so many fields on each tab that we had to write one document per tab, instead of one document per transaction. This means that we had 90+ documents for one module alone.”

Marcus Rippel found the solution for these complex training challenges with ANCILE uPerform™. ANCILE uPerform is an authoring and content management tool that delivers targeted learning content to employees. Munich Re used ANCILE uPerform to create training documents and simulations and facilitate translation.

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IT Manager, Munich Re

“We previously relied on presentations, e-mail, and intranet pages,” laments Mr. Rippel. “Employees needed to open each piece and trawl through years of information to find the presentation.”

Since Munich Re began using ANCILE uPerform, “users can now find the current version of the document immediately.”

Marcus Rippel is also familiar with the challenges of classroom training for a large number of employees: “It would have been impossible to train them all in a classroom for every subject. Courses were up to six days in length, and not all topics could be covered in this timeframe in detail.”

An additional challenge is the ineffectiveness of classroom training. Consider the Ebbinghaus curve, a theory that suggests we forget as much as 90% of what we learn in the classroom in the following days and weeks. Couple this theory with studies suggesting that 70% of learning occurs outside the classroom, and you have a powerful case for ensuring that access to learning content extends beyond the classroom.

“With ANCILE uPerform, Munich Re created simulations which were additional to the classroom training and could be used in Knowledge Transfer Days, giving users realistic scenarios to complete and providing them with extra practice on topics that may have only been handled once in the course,” says Rippel.

“The use of the uPerform website during training and also having the simulations and documentation available for users after the training class was paramount in the training classes being a success,” says the IT service manager. “Users may have been overwhelmed by the sheer volume and the complexity of the new system, but they knew that there was no pressure for them to remember everything once they were back at their desks.”

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