

# Customized SimCorp Training

How Dimensional Community trained staff to be self-sufficient at a large Asset Manager in North America



## Loss of Control

A key challenge for the company was to upskill more internal staff on SimCorp and reduce their reliance on expensive external help, instead becoming more self-sufficient.

Another issue it wanted to address was the lack of documentation which further increased the dependency on external resources.

There were a number of game changing internal and external projects that were on the horizon, so it was imperative to upskill its people with the necessary SimCorp knowledge specific to the installation in order to drive through the change and take the company onto the next level.

# Bespoke Training School

Dimensional Community discussed concepts specific to the company, identified areas for improvement, created new projects and designed implementation plans for follow up. We produced a bespoke training program for senior, middle and junior level, covering subjects as diverse as Asset Manager, Performance, Settlements, Accounting, FAP/FAM, DFS and Communication Server.

We addressed the company's upskilling and competency challenges through our customized training school delivered via a mix of classroom and eLearning for 3 types of users:

- 1) **New users** with no or limited knowledge,
- 2) **Business users** that needed a better understanding of their workflows in SimCorp, and
- 3) **Super users** being upskilled in configuration through workshops and use cases.

Over 30 individuals benefitted from the DC program, ensuring that the appropriate processes, workflows, knowledge and skills were in place across the business to run and maintain SimCorp effectively. Finally, we were able to formulate a uniform process on documentation to ensure records were kept and accessible throughout the company.

## In the Driving Seat

The client now has ownership of a customized training program which is always available for them to reference.

This program is integral to the on-boarding process as well as ongoing training and upskilling of existing staff.

The customer now relies on 80% fewer external consultants and has their own documentation process that is uniform within the business and easily accessible. The upskilling of staff enabled the client to reduce escalation of most defects.



**92%**  
Decreased  
defect escalation



**80%**  
Less external  
consultants



**100%**  
Ownership of  
training material



## **DIMENSIONAL COMMUNITY**

Improving Solutions

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We understand the importance of being unified and driven to collectively succeed

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