



Learning at the speed of change...™

PCIQ Enterprise Learning: Fiserv Project Review

Customized Documentation and eLearning Development

Fiserv Incorporated is a worldwide and industry-leading provider of information management services for the financial industry in areas such as banking, credit union, lending, insurance, securities, and investment products.

Fiserv was developing and implementing an internally designed and built Learning Management System, the Fiserv Learning Center, throughout one of their business units.

To help introduce this new employee tool, Fiserv was looking for system documentation and a way to present this new information, and the tool itself, to all employees. Working with the Fiserv Learning Center administrator, we determined that an eLearning tutorial, presented in a fun and non-threatening environment, was the key to employee adoption.

Project Requirements

Not only had there been no prior documentation constructed for this new venture, there was also no supporting training materials for the end-users. Started during the initial design phases, PCIQ met and exceeded the following requirements:

- Paper documentation of all functionality included in initial release of the learning management system for instructor-led sessions offered to Fiserv administrators using the tool
- An eLearning tool that required no more than 15 minutes to complete that would introduce employees to the basic end-user functionality of the internal learning management system
- The eLearning tool also had to allow the employees to practice most of the key processes of the Fiserv Learning Center
- Design and planning of the kick-off event for the Fiserv Learning Center where the eLearning tool would be presented

PCIQ Project Solution

In order to effectively and efficiently train the hundreds of employees that would be using the Fiserv Learning Center, PCIQ developed several proprietary solutions. The following is a synopsis of PCIQ's solution:

- A PCIQ consultant went on-site for an initial demonstration of the application then began working through the tool to determine best business practices and document all system procedures.
- Met with Fiserv representatives periodically for functionality updates and material review.
- The PCIQ project team worked with the system documentation we had created to determine the key components to be included in the introductory eLearning tool for end-users.
- Working with a PCIQ Project Manager and Fiserv management, a themed approach was planned where the eLearning tool, corporate communications and kick-off event all revolved around one common theme – a “Fiesta”. This included several workstations where guests at the event could take the eLearning tool and become introduced to the Learning Management System Application.
- At the kick-off event, a PCIQ representative was on-hand to help users with the eLearning tool and answer additional questions regarding the Learning Management System application. This allowed Fiserv management the freedom to meet with guests at the kick-off event and spend time with managers and directors as needed.



PCIQ Enterprise Learning: Fiserv Project Review, Page 2

Project Benefits

After receiving a state-sponsored grant, the Fiserv Learning Management System administrator spearheaded this time-critical project.

- Due to PCIQ's consultation experience and capabilities, the Fiserv team was able to focus on the functionality of the Learning Management System. The need to document and test the tool fell into our hands and Fiserv did not have to allocate internal resources to this process.
- PCIQ presented Fiserv with creative assistance in determining the methods and tools used to introduce the Learning Management System to all employees – end-users and training administrators.
- Working as a team between Fiserv and PCIQ we were able to produce a festive environment that provided employees the fun of a fiesta while also giving the avenue to ask questions, test-drive the tool, and acquaint themselves with the new processes for requesting and taking learning initiatives.

Benefits of Choosing PCIQ Enterprise Learning

- ✓ Over 10 years experience in instructional design and development
- ✓ Design professionals that are current on the latest industry trends, standards, and guidelines
- ✓ Programs can be designed for different modalities of learning and delivered over the Web, on a CD-Rom, through an intranet site or in a classroom
- ✓ Professional trainers and facilitators make program delivery effective and easy to understand
- ✓ Delivery options that can simultaneously engage three key senses: touch, sight and hearing

Typical Applications

- ✓ Office Productivity
- ✓ Soft Skills Education
- ✓ New Hire Orientation
- ✓ Client and Vendor Training
- ✓ HIPAA Training
- ✓ Technology Training
- ✓ Enterprise Applications

To learn more, contact us at 412.257.9840 or via email: information@pciqlearning.com