



Case Study: Old Second National Bank Maximizing Resources and Results

Challenge: Balancing Growing Regulatory Compliance Requirements and Lean Resources

In a time of intense regulatory oversight, ever-changing regulatory requirements, conservative budgets, and limited staffing, Old Second Bank's David Cordes needed a compliance training provider he could rely on. Old Second Bank has been faithfully serving the Chicago area community for over 100 years. As the Manager of Training, Cordes is responsible for implementing a comprehensive staff training program that not only ensures regulatory compliance, but also preserves the Bank's long history of excellence. With only two people in his department monitoring compliance training for 500 employees throughout 27 different branches, Cordes needed a time-efficient, centralized, user-friendly system that allowed him to assign, track, and report on all staff training.



 Institution Type:
Bank

 Customer Since:
2001

 Location:
Illinois

 Employees:
500

 Branches:
27

One Simple Streamlined Solution

Old Second had previously conducted and manually tracked instructor-led training sessions around the bank's core service offerings. As the bank continued to grow, this time and paperwork intensive training approach was no longer an efficient utilization of resources. The BAI Learning Manager enabled Old Second to centralize and track all of its training online; using one system to administer enrollment, completion, and reporting for all courses

"When you have two people monitoring 500 employees you need a system you can trust, which is why we have been using BAI for all of our training needs for MORE THAN 10 years."

David Cordes,
Assistant Vice President,
Manager of Training
Old Second National Bank

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including instructor-led sessions. Cordes is responsible for the challenging but critical task of ensuring Old Second continues to meet compliance requirements and withstands regulatory scrutiny. The efficiency of the BAI Learning Manager streamlines and simplifies his daily work, saving valuable time and reducing risks of error. “The BAI Learning Manager makes it easy. Now I can assign, monitor, and report on compliance by just checking online.”

Accurate & Efficient Content & Curricula

One of the greatest challenges for Cordes’ two person department in overseeing the training for Old Second’s large staff is addressing the different training needs and requirements of their wide variety of roles, from frontline staff to the executive team. Using BAI’s curricula feature Cordes can quickly assign training requirements by work group saving valuable time and ensuring accuracy. Cordes reflects; “If I had to go in personally and determine which courses to assign for which groups, it would consume all of my time. I wouldn’t be able to do anything. I have the peace of mind knowing BAI’s training curricula takes care of this. With a push of a button, I can assign training requirements to entire workgroups and check one item off my to do list.”

Cordes not only appreciates the efficiency of the BAI’s curricula assignment feature but trusts the accuracy of the recommended requirements. In recent years, through frequently changing regulations particularly in the mortgage area, Old Second has been able to rely on BAI to consistently produce quality up-to-date courses and curricula. Cordes notes, “Every time the regulations change, BAI always has updated content out there right away before the new regulations go into effect.”

Easing Administrative Burdens Through Automation

The BAI Learning Manager’s automated monitoring and reporting features also save Cordes valuable time and reduce burdensome administrative tasks. Cordes can auto schedule monthly training deadline reminders, and follow-ups ensuring that every employee is aware of their training obligations while avoiding time-consuming manual emails. BAI’s robust reporting features also allow Cordes to quickly pull and adapt internal and external reports so he can easily satisfy regulators’ requests for compliance documentation or show any of his 500 employees their training requirement completion status.



Sign on Simplification

“Before having single sign-on, we wasted so much time helping people recover forgotten logins and passwords. Regardless of how simple and easy to remember we made them, the same people still always forgot. The development of the single sign-on feature is a life saver of time management!”

While the efficiency and simplicity of the BAI Learning Manager are critical to Old Second’s compliance training success, what makes the biggest difference for Cordes is the human aspect of his relationship with BAI. “Both Rebecca Andrews, our BAI Relationship Manager, and BAI as a whole, truly focus on listening to our organization’s concerns and provide the best solutions possible. BAI worked with us to help us through some of the hardest periods in our organization’s 100-plus year history, and is continuously adding and adapting features to fit our specific needs. This human connection is one of the most important aspects of my relationship with BAI.”

