

# UK High Street Bank

## Internal Training Support Resource

### The task

To maintain the pace of change, this UK high street bank identified a need to supplement internal training capabilities in support of the design and delivery functions across its business. They required an external training partner who was able to provide skilled specialist financial services training professionals. The challenge for the chosen partner was finding the right resources at the right time, with the flexibility to scale up or down as required.

### The solution

Momenta was engaged to supply this client with quality assured training professionals. Our ecosystem provides a rich pool of skilled and knowledgeable training associates from which we can select those with the most suitable experience for each assignment.

- Resource requests are processed through our ISO 9001 accredited search, selection and deployment process.
- Our resource team worked closely with the client's internal team, often in advance of an assignment being confirmed, to establish requirements and enable the process to commence.
- We collaborated with the third party company providing the managed service approach to learning across the business. This maintains an unbroken service in support of the client's training assignments.

### The outcome

Momenta's associates worked alongside the bank's staff to deliver learning support and preparation up-skilling, ensuring on-time implementation of internal and outward facing programmes. These included influencing and enhancing the customer experience and delivering clearer, more relevant internal communications

"The programme delivered by the Momenta associate resulted in the sales team being better able to adapt successfully to a widely diverse range of customer types and procurement processes."

- ✓ 80+ assignments completed over 12 months
- ✓ 170,000 Contractor days supplied