

## Using **erwin solutions** to improve employee training and knowledge base



### CLIENT PROFILE

The RBS Group owns a wide variety of banking brands offering personal and business banking, private banking, insurance and corporate finance **throughout Europe, North America and Asia**. The Royal Bank of Scotland is one of RBS Group's **main subsidiaries** in the **United Kingdom and Republic of Ireland**.

erwin delivered a sustainable and scalable repository of corporate knowledge for the Royal Bank of Scotland.

### CHALLENGE

After acquiring NatWest, the Royal Bank of Scotland (RBS) launched a new project to train their 4,000 new employees on RBS's IT platform. To support the initiative, they needed to fully document their processes for training purposes and create a sustainable knowledge repository. They also wanted to eliminate paper-based training manuals that were often outdated.

### SOLUTION

The bank turned to erwin<sup>®</sup> to create a suite of 3-D flowcharts known as online process diagrams (OPDs) that became the foundation for process management and continuous improvement initiatives. The process documents were shared over the bank's intranet and formed a central knowledge repository accessible by all employees. The initiative was so successful that it was adopted by other divisions within the bank.

### RESULTS

- › Documented more than 5,000 processes with 9,300 diagrams
- › Created a sustainable knowledge repository used by 35,000 employees
- › Eliminated paper manuals
- › Recognized for these efforts in many business competitions

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