

# **NORWICH AND PETERBOROUGH BUILDING SOCIETY CHOOSES INSIGHT TO AUTOMATE TRAINING AND COMPETENCE SCHEME FOR CUSTOMER FACING STAFF.**

Submitted by: Redland Business Solutions

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Norwich & Peterborough Building Society (N&P) has chosen the Insight platform from Redland Business Solutions ([www.redland-solutions.co.uk](http://www.redland-solutions.co.uk)), to automate the Society's Training and Competence (T&C) scheme for up to 400 customer facing staff.

Redland, the leading provider of specialised Governance Risk and Compliance (GRC) IT solutions to the financial services sector, was chosen by N&P after an extensive review of the market. The Society required a system that would automate the T&C controls and governance for its branches and contact centre and which would facilitate risk based observations, case checking and general supervisory activities. N&P also wanted to demonstrate a high level visibility for its staff training and development operation; together with the formal processes of attaining and maintaining competence.

The Society was attracted to Insight as it is a proven system already used successfully by numerous financial services companies and organisations. N&P were also impressed by Redland's 'trusted partner' consulting approach which ensures a collaborative transparent and flexible working relationship with a fully resourced commitment to understanding the unique business requirements of the Society.

Insight is an innovative Training and Competence (T&C) system that provides a single integrated platform enabling business applications for financial services organisations to be quickly developed and deployed. As well as improving the efficiency and transparency of reporting, the system provides a consistent approach to all aspects of Training and Competence management across all disciplines and business units. It is also an auditable solution providing evidence to the employees, management, its regulator and clients that the latest regulatory and compliance processes are in place.

The system is underpinned by a powerful and effective workflow engine that can manage wider business processes. Insight allows these business processes to be configured quickly and efficiently, so that the organisation can maintain market differentiation whilst continuing to improve their overall efficiency in a cost-effective manner.

Commenting on the new system, Mike Sketch, General Manager Sales & Marketing at N&P, said "Following an extensive review process, we have concluded that Redland's Insight platform provides us with the best solution for our Training and Competence needs. The Society chose the Insight system as it is a live, proven and comprehensive system, well thought of by existing users. Redland are easy to work with and were prepared to commit resources to understanding and identifying the Society's precise requirements. In addition, they adopted a collaborative, transparent and flexible approach to their relationship with us which makes them easy to work with. We look forward to working closely with them in the future."

For his part Joel Turland, Managing Director of Redland Business Solutions, welcomed Mike Sketch's comments adding, "Norwich and Peterborough delivers the very highest standards of customer service. This is largely the result of first rate staff training. Naturally, therefore we are delighted that

Insight has been chosen to deliver such a strategic aspect of Norwich & Peterborough's Retail Training & Competence Scheme. We look forward to working closely with them going forwards as their scheme evolves.

"The news also significantly reinforces Redland's position as the leading provider of T&C and GRC solutions to the financial services sector. We firmly believe from our experience of the market, that Insight T&C is now recognised as the solution of choice for delivering superior compliance support to financial services organisations and that this is especially well received given the demanding challenges of the evolving regulatory framework in the market."

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ABOUT REDLAND BUSINESS SOLUTIONS ([www.redland-solutions.co.uk](http://www.redland-solutions.co.uk))

Formed in 2001, Redland Business Solutions is the leading provider of specialised GRC (Governance Risk and Compliance) IT solutions to the financial services and insurance industries. The company has received widespread acclaim for its Insight solution which ensures effective management and compliance in the T&C (Training & Competence) arena. The Insight platform enables critical business applications to be developed and deployed rapidly to support specific processes within financial services; including a leading edge T&C system.

Redland has worked with some of the largest companies in the financial services industry including: Sesame Bankhall, Openwork, Nationwide Building Society, Atos Origin, Fortis Bank, Financial Limited, Honister Capital, Norwich and Peterborough Building Society and Sun Life of Canada UK.

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