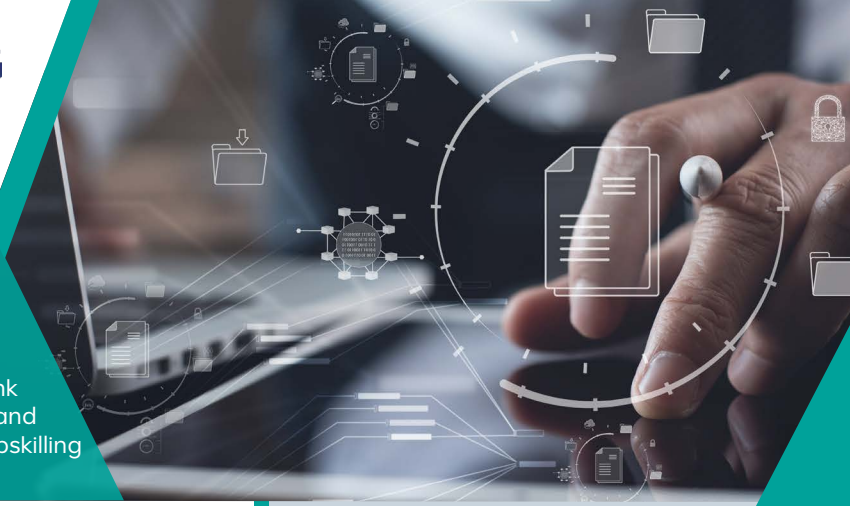




THE CLIENT

Nedbank Group is one of South Africa's largest financial services firms offering wholesale and retail banking, insurance, asset management and wealth management services across thirty-nine countries through partnerships and alliances. With over 27,000 employees, Nedbank serves the needs of individuals and businesses in different regions of Africa. Nedbank considers people development a key driver of business growth and thus embarked on the 'Grow Me' Mission to drive learning and upskilling at scale.



SUCCESS STORY

How Nedbank is creating a culture of self-directed, continuous learning using the EdCast LXP

THE PROBLEMS TO SOLVE

Nedbank's earlier learning ecosystem did not support the firm's strategic goals to become more client-focused, agile, digital and competitive. An internal analysis helped Nedbank identify the challenges of their talent development ecosystem, and outlined the below problem statements:

1. There was no core capability framework in place to define and drive learning
2. Learning was skewed towards classroom trainings and came at a high cost of infrastructure, budget, time and resources
3. Learning was difficult to scale, impacting their reskilling and upskilling efforts
4. The current digital learning architecture delivered an overall poor user experience, required multiple sign-on, was device and bandwidth dependent, and was not suitable for a new world of work (anytime, anywhere, any device)
5. The learning ecosystem did not enable a culture of self-owned and life-long learning
6. Complex systems and data architecture were a hindrance to driving data-driven decision making

'GROW ME' MISSION

The leadership team at Nedbank embarked on the 'Grow Me' Mission to transform the employee experience. This laid the foundation for deploying a new tech platform:



Must be inclusive: cater to both permanent and contingent workforce



Scalable



Must enable self-service



Enterprise first mindset



Enable anywhere, any time, any device learning



Democratise access to learning



Enable a great user experience

The 'Grow Me' Mission was established to transform Nedbankers' learning experience and create a culture of lifelong learning through a personalised end-to-end learning experience.



THE EDCAST SOLUTION

Nedbank partnered with EdCast to drive their 'Grow Me' Mission for a 30,000+ Global workforce. Key highlights of EdCast LXP Deployment at Nedbank include:

➤ One-Stop Learning Shop

The EdCast platform helped integrate content from various internal and external sources into a single platform, available on web or mobile and easily accessible via the SSO (Single Sign-on). The single point of access for learning content democratised learning and skills-building for the entire workforce, resulting in a personalised, simplified and improved learning experience.

Using a single platform for all learning content enabled Nedbank to prioritise effectively, source, and design fit-for-purpose learning solutions to meet its business needs ahead of demand, making 'Grow Me' a business-critical mission.

➤ Seamless Content Integrations

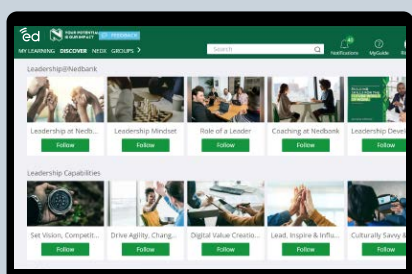
Aligned to Nedbank's enterprise capabilities, various Digital and Leadership capability channels were set up inside the platform, with content aggregation from open source, internal SharePoint and LMS plus key external sources like:

- LinkedIn Learning
- Skillsoft
- Udemy
- Coursera
- Overdrive

➤ Group Creation

Over 35 groups were created on the platform to leverage cluster-specific initiatives, and support the capability to assign content and learning solutions based on strategic focus areas and business priorities. Examples of core business groups include:

- Retail and Business Banking: Driving and enabling the Power Skills initiative
- Wealth: 'Power of 10' focused on upskilling leaders for the era of Digital
- Nedbank Risk Business School



➤ Learning Channels

Over 200 channels aligned to various topics of focus were created. The Nedbank Discover page was personalised to populate relevant groups and channels to multiple employees, with custom carousels aligned to Nedbank's Business Architecture and Talent Development Priorities.

Some key channels include:

- Leadership at Nedbank
- Digital Capabilities
- Financial Service Capabilities
- Beyond Financial Systems and Ecosystem Capabilities
- Business Support Capabilities

➤ Learning in the Flow of Work

Not limiting access to only the EdCast web portal and mobile App, Nedbank wanted to make learning accessible to employees at the moment of need, inside the daily applications of productivity. They activated the EdCast MS Teams widget which made their LXP content available inside MS Teams, enabling Learning in the flow of work.

➤ Social and collaborative learning

With user-friendly authoring tools inside the EdCast LXP, Nedbank was able to build and foster a network of internal experts, mentors, coaches and SMEs to share knowledge and insights, and engage with Nedbankers. This enabled capturing and sharing of institutional knowledge at scale. Collaborative learning also reduced reliance on external experts as Nedbank was able to leverage the rich diversity in thinking, knowledge and experience, available internally.



➤ Robust Analytics

EdData and EdGraph, the analytics engine of EdCast LXP helped the L&D team at Nedbank get access to rich data and insights, so that they can stay focused on creating impactful L&D programs. In particular, EdCast LXP's out-of-the-box analytics reports helped Nedbank team in:

- Understanding what is working and what is not, enabling agile response
- Enabling the Learning community to self-serve and drive strategic initiatives
- Providing the ability to drive usage of its vast content library
- Helping with legislative reporting requirements and identifying future functionality releases
- Helping the L&D team to optimise the content portfolio with content analytics - getting more of what is working and getting rid of what is not
- Proactively identifying trending topics and what the learners are actually looking for with Search analytics



KEY OUTCOMES

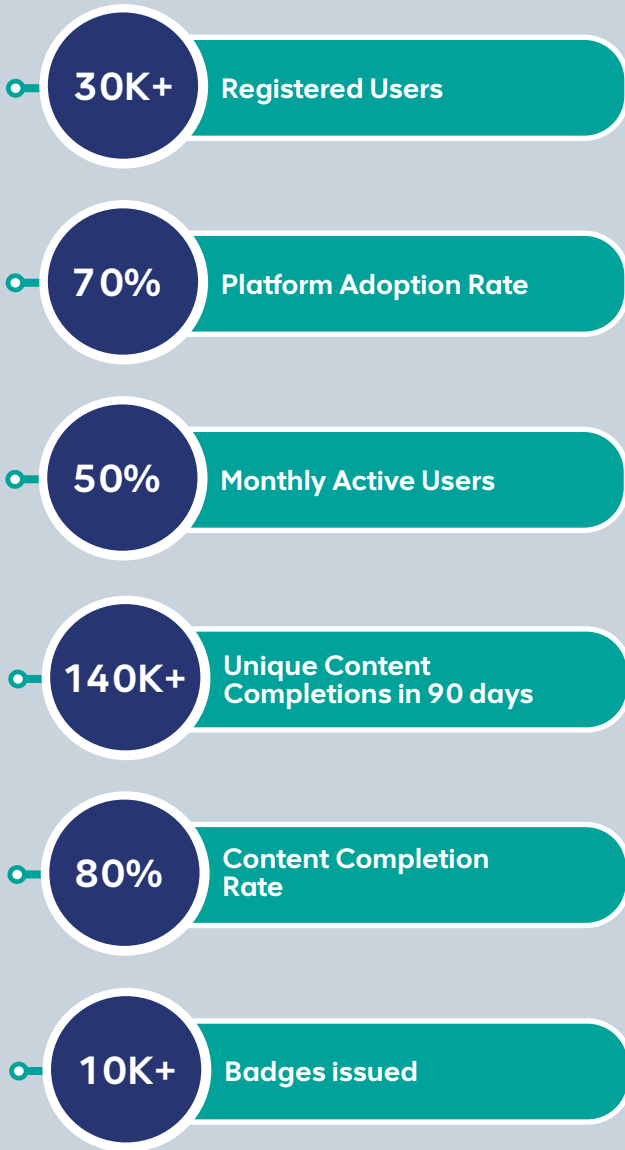
Since the launch of the digital learning platform powered by EdCast, Nedbank has experienced steady growth in monthly active learners and the feedback received to date has also been encouraging. Social interactions, organic searches, and learning content consumption continue to scale on the Nedbank learning platform. Highlights of L&D transformation success at Nedbank include:

- With EdCast LXP, Nedbank is on the path to enabling proactive reskilling and upskilling to create a future-ready workforce
- Teams and individuals are taking ownership of their development
- Personalised learning aligned to individual and team interests, coupled with learning goals and preferences, is resulting in increased self-directed career development and skilling
- Learning is aligned to learner preferences (time, place and channel), resulting in an improved learning experience in the flow of work
- LXP is acting as an enabler for Nedbank to drive critical capability-building initiatives through various digital academies on the platform
- Nedbank is able to leverage Social Learning with 32K likes, 12K comments, 100K bookmarks and 8K shares of learning content between colleagues
- With over 120K+ Searches on the platform already, the Nedbank L&D team knows exactly what their employees are looking for, which makes content sourcing and curation priorities clear, ahead of time
- The L&D team at Nedbank is now enabled to drive Self-directed, organisationally-aligned learning at scale

EdCast LXP has massively improved the learner experience and it will continue to become more personalised as more content, partnerships and skills are added to the platform. AI-enabled, personalised content and learning paths prepare Ned-bankers for multiple careers and building multi-disciplinary skills for work and life, at and beyond Nedbank.

THE IMPACT IN NUMBERS

EdCast LXP deployment is helping Nedbank build an employee-centric learning culture across the organisation. Some of the critical KPIs defining the success of their 'Grow Me' Mission are:



THE VOICE OF NEDBANKERS



"So how cool is it when the AI generator suggests personalised learning content to you? Proof that the human is still at the heart of learning."



"Nedbank really gives us opportunities to grow and become more informed. I am loving it."



"I've just started with the "my learning" part. I am so excited about this and already learning a lot. I think just discovering what is available group-wide is wonderful. Everything is available at the touch of a button. Thank you so much for providing us with an opportunity to learn."



"I can find all of the learning that relates to my desired topics in one place. There is no need to search multiple platforms to compare the most relevant topics. The site does most of the work for me, because content is already based on the learning goals I initially shortlisted. The interface is neat, professional, modern and very easy to navigate."



YOLANDA JORDAAN
Executive: Talent Development and Enablement
Nedbank

"Nedbank is committed to the growth and development of its people and the transformation of its skills profile. Ongoing upskilling and reskilling is not only a talent strategy but is important and business-critical to ensure a future-ready workforce. Our partnership with LRMG and EdCast helps us achieve this."



ABOUT EDCAST BY CORNERSTONE

EdCast, now part of Cornerstone, offers a unified Talent Experience Platform designed to operate end-to-end employee experience journeys spanning learning, skilling and career mobility. Its award-winning platform is used internationally by organizations ranging from large Global 2000 companies to small businesses and governments. With EdCast's platforms, organizations are able to attract, develop and retain a high-performance and future-ready workforce. EdCast's offerings include its Learning Experience Platform, Spark for SMBs, Content Strategy & Solutions and MyGuide Digital Adoption Platform. EdCast is a World Economic Forum Technology Pioneer award recipient.

LRMG is an authorised EdCast partner in Africa.

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