

Citibank Determined To Stay on Cutting Edge

Profile: Citibank

Found in more than 100 countries worldwide, Citibank, a part of Citigroup, delivers a selection of services including banking, lending, and investment services to individual customers and businesses. With over 200 million customer accounts, it has become a key player in the financial area, servicing over 88% of the Fortune 50 companies in the world.

Situation: Infrastructure Updates Needed

Citibank's customers include large corporations, governments, institutions, and individual investors. To ensure that all their customers receive a full range of financial services, Citibank needs an infrastructure that is constantly updated to keep pace with the rapidly moving business world.

The speed of change places huge demands on its staff. They need to update their skills constantly to be sure they have the knowledge and ability to implement the latest technologies. Citibank firmly believes in using the most cutting-edge technology. The challenge they faced was finding a company that could deliver superior value-added training for its employees without taking them out of the office for long periods of time.

Solution: Global Knowledge Virtual Classroom e-Learning

In December 2001, Citibank chose to work with Global Knowledge, initially in the UK, to pilot its Virtual Classroom e-Learning solution (VCeL). After looking at the other offerings on the market, Citibank concluded that Global Knowledge's solution offered the most benefit. Its live online labs offered a real advantage over other companies that only provided simulations.

To ensure the success of the pilot program with Citibank, Global Knowledge worked closely with all the technical teams involved to build a strong working relationship between the two companies. The pilot program was designed to introduce the concept of e-learning and also to test Citibank's infrastructure and firewalls to ensure the technology provided optimal performance and security.

Results: Successful Training Leads to Pilot Expansion

The pilot ran during the first quarter of 2002. The great results led to Citibank's commitment to expand the pilot into other areas of its business. The success of the program led to a strong relationship being built between Citibank and Global Knowledge in the United States. Currently, both companies are discussing rolling out other VCeL courses and services globally.

As a trainer that delivers consistent and best-of-breed training to all its users, Global Knowledge sees a strategic relationship developing between itself and Citibank. This ongoing relationship will ensure that Citibank remains on the cutting edge of technology, which is so crucial in the world of financial services.

About Global Knowledge

Global Knowledge is the largest privately held provider of training, enterprise learning services, and software solutions for information technology (IT) and management professionals. We offer a broad array of hands-on IT, project management, and professional skills training featuring proprietary core and custom curriculum as well as content from leading companies, including Cisco, Microsoft, Nortel Networks, and Red Hat. We provide comprehensive solutions and services that support enterprise-wide

learning initiatives including customer, channel, and employee education; software migrations; product launches; regulatory compliance; and business application adoption.

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