



Customer Stories

How Suncorp uses innovative tools to create a self-sustaining, continuous learning culture

Suncorp wanted to transform its classroom learning environment to a culture of continuous learning, via social learning that would inspire its 13,000 employees. The resulting platform – Cognita – was welcomed with a 95 per cent uptake among staff within six months of its launch.



95%

of staff became active users of Cognita within six months of its launch

The Brief

In 2018, the leading financial services group approached Janison with the goal of increasing the prominence of its corporate learning – via social learning experiences, as well as self-service and self-guided learning. It all needed to fit in with staff needs – anywhere, anytime and on any device.

The Challenge

Suncorp wanted its learning strategy to meet the needs of a changing industry: one which demands that employees cross-skill and are equipped to work across teams. The group also needed to streamline the work of its in-house learning design team.

The Process

Suncorp’s forward-thinking, agile ethos partnered perfectly with Janison’s collaborative, human-centred approach.

Janison ran workshops to co-produce ideas, with 500 Suncorp staff trying out the platform, finessing ideas and functionality, and leaders closely involved at each stage.

Fiona Ward, Janison’s head of Learning, said: “An architect workshop stepped leaders through the platform, and how Janison would configure and integrate Suncorp’s existing technologies.”



145,558

learning items completed within the first 12 months



2,989

items created by Suncorp employees within the first 12 months



We’ve taken a very bold move by opening up learning. Building the capability of our people is not only good for our people but a great way to support our customers.

Charmian Fry

Head of Learning, Suncorp Group

Our Solution

Cognita launched to approximately 13,000 users in July 2018, with all data entirely hosted on-shore in Australia via the [Microsoft Azure cloud](#).

AI and machine learning:

The recommendations carousel and chatbot

Janison developers created a “recommendations engine” that behaves much like a personalised Netflix-style streaming service, steering users to modules. “Essentially, we’re utilising Azure machine learning technology to create a recommendations engine that we serve via a chatbot,” said Janison’s Chief Executive Officer Tom Richardson.

Social learning

Social learning is the marquee feature of Cognita. The tools behave similarly to the world’s most prominent social media platforms, stoking an appetite among Suncorp staff to complete modules and recommend courses to their peers. A leaderboard shows where staff rank among their colleagues.

User-generated learning

One of Suncorp’s key goals was to put learning back in the hands of its learners. Cognita’s Add & Share features let employees create and share content with their colleagues, allowing Suncorp to tap into a rich resource within its own team.

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Customisation

In order to collect specific metrics, Suncorp leaders required a highly bespoke reporting capability. Janison designed this using the API data in the system, making use of Microsoft Azure secure file storage.

The Result

From its first days of launch, Cognita has transformed learning at Suncorp according to Charmian. “People are using it, recognising the benefits and coming back for more,” she said.

The take-up rate among staff was 95 per cent within the first six months, which she described as “phenomenal”.

The Add & Share tools have proven such a hit among staff, according to Vlade Angel, learning planning and performance manager at Suncorp, that the majority of content in Cognita today has been user-generated.

Fiona added: “Suncorp also had content from third-party providers on its legacy LMS, and since this content shifted into Cognita, it’s had higher completion rates than ever.”

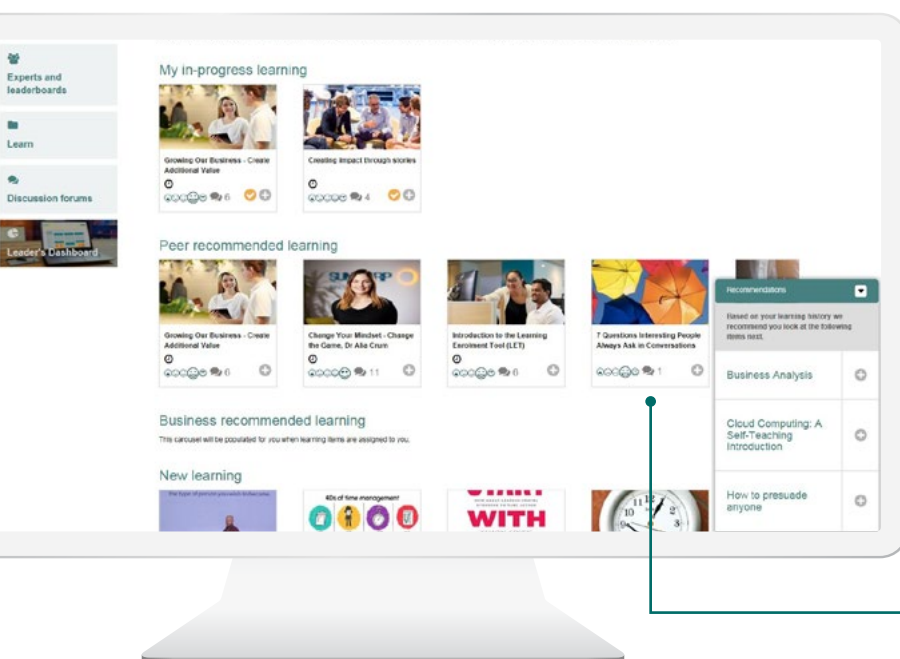
Human impact

A visually impaired employee had his learning experience transformed, said Vlade, due to the web content accessibility guidelines (WCAG) compliance. “He said Cognita was the first time he felt that he was able to self-serve [without the need for a facilitator].”

The technology has also been transformative for another employee, who had been diagnosed with a degenerative medical condition and was able to use the platform to retrain for a different role within Suncorp.

The Roadmap

Janison continues regular check-ins with Suncorp, continually advancing the social learning interface as well as building out new Add & Share features.



Cognita’s Add & Share features let employees create and share content with their colleagues.

Transform the face of learning at your organisation today.

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