



# ANZ: A saving of \$500,000 annually on staff training

Corporate

**\$500K**  
Annual Savings

**90%**  
Reduction in Training

## The Challenge

ANZ's subsidiary, OnePath, is a financial services firm providing wealth management advice to Australians.

The company's back office administration teams collaborated across multiple locations, processing a high volume of evolving information and constantly changing transaction processes.

After a highly successful livepro deployment in its contact centre, ANZ turned its attention to improving knowledge management in its back offices. Unlike the contact centre, which relied primarily on pieces of information, the back offices needed unified, step-by-step processes. As a result, ANZ's back offices required a different knowledge base structure from the contact centre.

## The Objective

Because administrative procedures were so complex and in-depth, new back office employees required six weeks of training before they could start to process transactions. In addition to making employee training more efficient, ANZ set the following objectives to improve back office operations:

- Create a central repository for training guides, process maps and procedural documents.
- Construct a categorisation system that enabled easy navigation by more than 300 workers.
- Review the back office Knowledge Library for relevance and accuracy.
- Update work-flow documentation as needed to increase agility.
- Standardise the knowledge authoring format and enable easy maintenance with minimal IT involvement.
- Leverage institutional knowledge of livepro based on a successful contact centre experience.

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*The livepro team have supported us through the implementation and are regularly guiding us through growth phases.*

**Michael Larsen**

Senior Project Manager at OnePath (ANZ).





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## The Outcome

ANZ has substantially improved its training program for the back office. Instead of requiring six weeks of training, employees now only require three days before they can begin to process transactions. In addition to streamlined training, ANZ experienced:

- Reduction in training time by 90% - from six weeks to three days saving over \$500,000 per year.
- Continuous improvement of the system thanks to ongoing consultations with livepro and solicited employee input.
- Consistent procedures for filtering and processing both simple and complex transactions, enabling improved customer satisfaction and retention.
- Standardised knowledge authoring process.
- Improved customer satisfaction and retention.



### About livepro

Since 2001, livepro has enabled over 5,000 users, including contact centres, customer operations and process-driven organisations, to enhance customer service, slash operating costs, foster employee engagement and improve compliance.



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# ANZ: Managing rapidly changing Information

Corporate

↓  
**20%**  
Reduction  
in AHT

🕒  
**40%**  
Reduction in  
Training

## The Challenge

ANZ's subsidiary, OnePath, is a financial services firm providing wealth management advice to Australians. Their contact centre operates with a volume of 1.2 million interactions per year.

ANZ knew that in the world of finance, markets and product offerings fluctuated on a second-by-second basis. Managers needed a system that was easy to update on the fly so they weren't dependent on their IT department. They also needed a centralised and agile way for employees to acquire up-to-date information.

## The Objective

Before implementing livepro, ANZ's onboarding period for new employees lasted for six weeks. In addition to making training more efficient, ANZ wanted to meet the following goals:

- Faster average handling time.
- Better customer satisfaction ratings to improve client retention.
- More employee engagement and less workplace stress.
- Easy-to-follow compliance audit trail to reduce risk.
- Improved knowledge retention.
- Dynamic, up-to-the-minute information achieved by leveraging expert knowledge.

OnePath chose livepro because of its proven track record as a fast, easy-to-use and easy-to-maintain tool for contact centres. The company also chose livepro based on livepro's commitment to incorporating actionable client feedback to foster continuous product improvement.

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**The Outcome**

ANZ implemented livepro by following a crucial best practice. It engaged a core team of employees to assist during the 12-week implementation period. Having representation from among their group helped to drive high employee user adoption. Additionally, the hand-picked team of livepro employee ambassadors offered peer training and feedback, which enhanced both data processing and compliance. Other outcomes included:

- Better understanding of caller needs based on livepro’s system reporting functions.
- Continuous improvement of processes thanks to livepro’s employee feedback function.
- Average call handling time decreased by 21 percent.
- Customer satisfaction scores increased by 18 percent.
- Increased employee engagement and targeted coaching opportunities for managers.
- Training time decreased by 40 percent.
- Reduction in goodwill credits.
- Enhanced self-learning knowledge and retention for employees.
- Enabled employees to manage multiple tasks effectively in a busy call centre environment.

livepro gave ANZ’s contact centre the power to grow its business, streamline its operations and improve customer service without placing additional burdens on IT and management. Employees had the tools to navigate the fast-paced financial services world thanks to livepro’s easy-to-use interface and simple updating process.



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