



CUSTOMER SUCCESS STORY

Pepper Money go from strength to strength with a new LMS

CLIENT: PEPPER MONEY

PRODUCT: ACCESS LEARNING

SECTOR: FINANCIAL SERVICES



Background

Pepper Money are a mortgage lender that champions people with a story to tell, they're redefining lending norms, looking for a reason to offer help rather than refuse it. They are part of the global Pepper Group which operates various businesses in Europe, Asia and the Pacific regions.

Pepper Money have over 1,000 employees worldwide.

What was the challenge?

Following the acquisition of Optimum Credit, the team at Pepper Money wanted to expand their system capabilities and adopt a single Learning Management System for both companies that promoted a continuous learning culture.

They were looking to move their appraisals onto a centrally managed platform whilst ensuring that learning plays an important part for every staff member to manage the direction of their career journey.

They also wanted a solution that would empower the learning team to assign content to specific individuals or groups to support the company's certification responsibilities.

What were the requirements?

Pepper Money were looking to implement a Learning Management System which delivered:

- Compliance,
- Cyber awareness,
- Workplace skills,
- Leadership training,
- Performance and event management,
- Promote team spirit and increase employee engagement,
- A way to plan, build and maintain their responsibilities map.

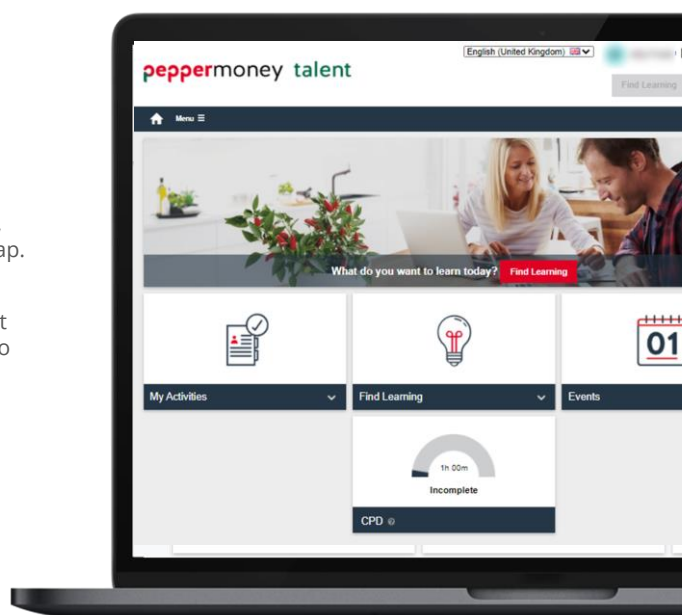
Pepper Money were keen to move quickly with a solution that could be implemented in a short time period and rolled out to their end users.

Key stats

100% increase in learning sessions from 2019-2020

“We've gotten great feedback from the wider business in comparison to their processes before.”

Matt Jones
Head of Talent
Pepper Money



The solution

By using Access People's Learning Management System, learners were able to see at-a-glance what courses they needed to complete, due dates and current progress - all in a branded, secure platform.

Pepper Money were able to support their Senior Managers' Regime and Certification responsibilities through built-in features showing progress for their teams and administrators in an easy-to-use dashboard.

The results

Following the acquisition of Optimum Credit, Pepper Money have also been able to integrate all employee records onto Access People's eLearning software.

The team continues to deliver compliance and regulatory learning, cyber awareness, policies and product training via the platform but they now also use it as a talent portal, giving staff access to resources that support them to steer their own learning and development. More recently, the team have been maximising their investment by completing all 1-2-1 and appraisals on the system.

Use of Access People's Learning Management System has now become common-place at Pepper Money, using Access People's learning content modules including: Compliance, Mortgage & Home Finance, Cyber Awareness and soft skills modules. This content is then supplemented with hosted Ted Talks.

"We now use the platform as a talent portal to support our staff and empower them to take ownership of their own learning and development."

Matt Jones
Head of Talent
Pepper Money

About Access People

Access helps more than 35,000 customers transform the way their business software is used, giving every employee the freedom to do more of what's important. Founded in 1989, The Access Group has an enterprise valuation of over £1 billion and employs more than 2,900 staff. For more information about The Access Group, visit: theaccessgroup.com/hr

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