



CERTUS

Certus implements learning and development programme at Westpac

Westpac has a number of databases powered by IBM, SQL Server and Oracle. These databases are an integral part of Westpac and touch every part of the business at the source, including information management, transactions and data warehousing. The databases are constantly enhanced and upgraded.

Westpac employs a team of database administration staff to ensure that the databases are functioning at maximum potential at all times. It is critical that these staff maintain a high level of skill and competence.

The Learning and Development Programme

Each learning and development session is customised according to the individual needs of each database administrator and the individual strengths of each of the Certus tutors. Before the commencement of training Certus survey each database administrator and assess his or her current skill set and level of competency. While each database administrator must meet a common benchmark standard with regard to base topics, specialist knowledge is matched one-on-one according to individual needs. ▶

CHALLENGE

Westpac was using conventional franchised product training to keep its database administrators proficient and up-to-date. However Westpac was not satisfied with the high costs and the results.

SOLUTION

In September 2002, as part of a concerted strategy to improve upon previous conventional franchise training initiatives, Westpac embarked on a unique learning and development programme with Certus that continues today.

Certus Solutions, an IBM Premier Business Partner offering Professional Services, was contracted by Westpac to up-skill nine database administrators on new features in DB2, DB2 Universal Data Base and Database Performance and Tuning. The three Certus tutors have been working onsite with the database administrators and programmers, who are responsible for gathering performance information from the back end mainframe.

RETURN ON INVESTMENT

Post programme questionnaires show the ongoing learning and development programme is delivering spectacular results.



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Assessment is ongoing throughout the duration of training with both student and tutor assessing each other at key stages. This ensures the training remains targeted and adjustments are made as required. The package is backed up with both online and phone support.

Why did Westpac select Certus?

- Practical not theory based training experience
- Solid understanding of Westpac's business needs
- Sound technical knowledge of IBM Software technologies
- Proven capability and a strong history of success with previous deployments at Westpac including; a Lotus Notes development for Westpac's People and Performance division; a Java development for online banking; and, various project management functions.

"Thanks to the Certus trainers, we are seeing knowledge retention levels increase from 25 percent to over 80 percent, a dramatic increase. At the same time, the training is much more applicable to our present needs."

Trevor Forrest
Staff Training & Development Coordinator
Westpac

About Westpac Banking Corporation New Zealand

Operating in New Zealand since 1861, Westpac is New Zealand's largest full service bank and has an AA- credit rating from Standard & Poor's. Westpac has 1.3 million customers and is the leading provider of banking services to small to medium business as well as the banker of the New Zealand government. Westpac has over 6,000 staff, 200 branches and nearly 500 ATMs nationwide, as well as phone assist call centres and 24-hour phone banking services.

About Certus

Delivering customer value through successful enterprise software projects that align business processes with technology is Certus Solutions core focus and key strength.

Backed by over 20 years experience, Certus designs, develops and integrates enterprise solutions based on IBM software components, implemented to address each client's unique business requirements and environment. As a Premier IBM Business Partner and the largest specialist team of IBM certified professionals across Australia and New Zealand, Certus represents a solid proposition for organisations looking for a full-service enterprise partner, offering a rare depth of expertise across the breadth of the IBM software portfolio.

Certus' experience includes work with some of the region's largest organisations, including Air New Zealand, Aon, Cement Australia, Fonterra, Honda Australia, Tupperware Australia and Westpac.

Owned and operated by its senior management team, Certus employs 100 people servicing over 400 clients from offices in Brisbane, Melbourne, Sydney, Auckland and Wellington.

For further information

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