

Blended Learning Approach – Compliance



American Express, or Amex, is a prominent global services corporation committed in improving lives through extensive product offerings, insights, and enriching experiences. Amex is a prominent player in the American financial services sector. In an effort to mitigate internal and external compliance risks and uphold the highest standards of operation, Aptara, as their training partner addressed this crucial need.

THE CHALLENGE

In response to the global service area's impact, Amex wanted to avoid internal and external compliance risks, ensuring adherence to established standards. They sought a training partner who could:

- provide training support on compliance issues such as safety concern, health concern, and monetary concern.
- improve efficiency in business processes.
- reduce the training dollar being spent.
- increase customer satisfaction.
- make learning experiences consistent.

APTARA'S SOLUTION

Aptara's training specialists evaluated the current compliance issues and challenges that Amex were facing and:

- designed a blended learning approach to various compliance standards.
- developed interactive and engaging eLearning courses on compliance topics, such as anti-corruption, anti-trust, anti-boycott, group boycott, safety, money laundering, information security awareness, and more to be delivered on multiple devices.

THE RESULT

The program succeeded due to the client's proactive compliance training approach and their executive team's openness to innovative methods. The training was so well received that employees requested future training be similar. It boosted employee pride and satisfaction and kept the staff working as a team, even during challenging times.

THE SUCCESS STORY

For more than 10 years, this client has partnered with Aptara to design, develop, and deliver their compliance trainings to improve on business processes and grow its customer base with top-tier quality service and the highest value, and continues to look to Aptara for growth and expansion of its customer base.

