

MSIG is a member of MS&AD Insurance Group which is one of the largest insurers in the world. MSIG upholds professionalism and makes sustained efforts to improve their skills and proficiency to enable them to provide high quality services to their clients.

Needs

MSIG wanted a system that would allow for electronic management and would make it possible for them to monitor their staff training and CPD activities. They wanted it to be scalable to allow for the delivery of e-learning content and courses in the future.

Solution

Inter nexia's Talent Performance System (TAPS) learning management system (LMS) enables MSIG to move away from their traditional paper-based processes for managing staff training requirements.

TAPS provides databases for all their executive and non-executive staff and agents. It supports learning development by allowing staff and agents to view, apply and request for training and courses. These applications or requests are sent to relevant executives for approval. Notice of approval or rejection is relayed to the staff who submitted the request, to their line managers as well as to the Human Resource (HR) department.

HR and line managers use TAPS to track their staff's learning development and to post new training courses for all MSIG staff and agents.

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