Paradiso

Paradiso Helps CustomerXPs Boost Training Efficiency by 40%.

A CASE STUDY

ABOUT THE CLIENT

CustomerXPs, a Bengaluru-based software product company, specializes in financial crime risk management and customer experience solutions for banking institutions.

Their flagship product, Clari5, offers real-time, cross-channel insights to combat fraud and enhance customer experience. Recognized globally, CustomerXPs has been featured in Gartner's reports and is considered a top player in the regtech space.

THE CHALLENGE

Customer XPs needed a robust platform to streamline training processes and support their expanding eLearning needs. Their primary issues included:

Inadequate Reporting

• The existing platform struggled to provide detailed reports, making it difficult to track and assess employee training progress and measure program effectiveness.

Disjointed Training Management

• The system couldn't keep up with growing needs, leading to inefficiencies and a lack of centralized control over eLearning initiatives.
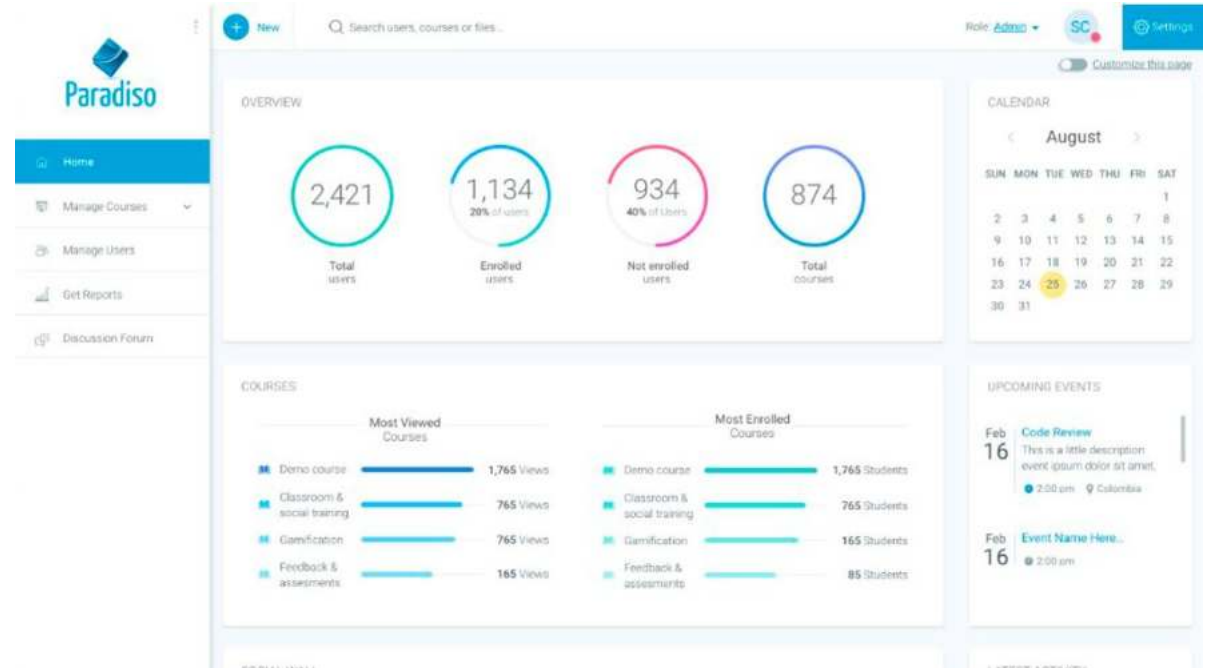
THE SOLUTION

Paradiso implemented its powerful AI-LMS for Customer XPs which included:

1. Streamlined Training Management

Paradiso LMS provided Customer XPs with a centralized platform where all training materials, user progress, and compliance metrics could be easily managed and accessed.

THE SOLUTION

2. Custom Reporting Features

With advanced reporting capabilities, Customer XPs was able to generate detailed reports, offering insights into user engagement, course completion rates, and overall training effectiveness.

3. Scalable Solution

The LMS was tailored to accommodate Customer Xps 75 users, with the flexibility to scale as their training needs grew.

Results & Impact

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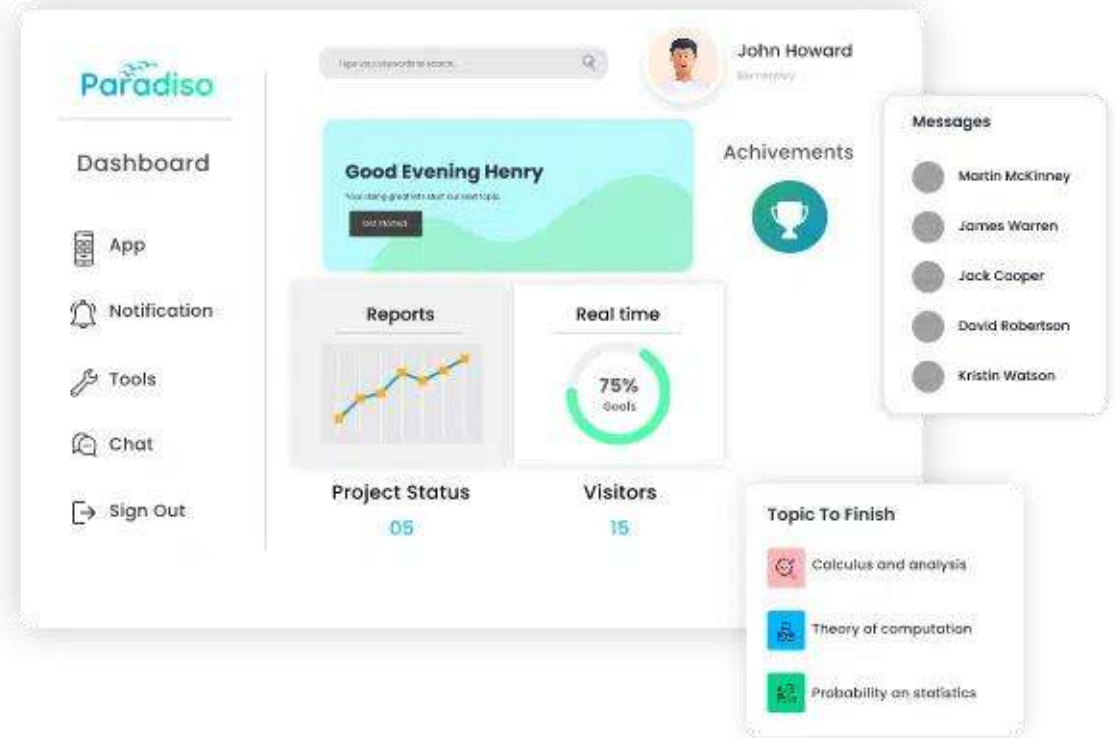
70% Reduction in Reporting Time Comprehensive reports that once took hours to generate are now completed in minutes, allowing for quicker, data-driven decisions.

40% Increase in Training Completion Rates
Centralized management made courses more accessible, leading to higher staff engagement and completion rates.

30% Time Savings on Administrative Tasks
Streamlining operations into one platform freed up time for the training team to focus on content development and pilot testing.

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