

SmartStream Education

Power users learning from the experts



ALWAYS
AVAILABLE



TAILORED
LEARNING



POWERFUL
PLATFORM



CONTINUOUS
IMPROVEMENT

A range of structured educational services designed to ensure that users gain the optimal benefit from SmartStream's solutions

Executive summary

SmartStream's market leading solutions deliver unparalleled power and flexibility, empowering our clients to meet not only today's, but also tomorrow's challenges. The new SmartStream Education program enables participants to fully utilise the agility our solutions provide, while maximising their full potential and supporting your customers digital strategies.

Business challenge

Modern financial institutions face many hurdles with the geographic distribution of their staff. These include the management of this key resource which includes, staff rotation, attrition, and on-boarding.

Our virtual or blended learning approaches help unify the level of knowledge across the organisation by offering the same education in the most consumable form regardless of location.

SmartStream Education

The SmartStream Education program is uniquely positioned to provide customers with the ability to fully leverage their investment in SmartStream's solutions. By learning from the experts, clients can raise their staff's competence to the optimal level, allowing them to operate the solutions securely and efficiently. Carefully designed courses reduce the impact of staff rotation and attrition due to the decentralisation of institutional knowledge. Perhaps most importantly, SmartStream courses and certifications will foster an understanding of the solutions that enables the highest return on investment.

Always available when needed

SmartStream Education is available as a yearly, per-user subscription. During the education program participants will be able to access all training materials online or via the mobile app, 24/7 from anywhere in the world – without limitations.

Each user's progress will be monitored against the chosen curriculum, and reports will be shared with their subscription manager. SmartStream Education trainers will evaluate results and propose alternative learning routes to ensure that all participants meet the required KPI's.

Tailored learning

SmartStream Education services provide 'on-request' Instructor Led Training (ILT) services and certification programs. Certified users receive a certificate of completion that signifies they have reached a level of knowledge and proficiency only achievable upon successful completion of the program.

The SmartStream Education program offers many traditional courses such as: Power Usage, Configuration and Administration as well as many custom threads defined by the customer's needs and/or requirements.

Powerful platform

The SmartStream Education program delivers its content through a flexible, simple and intuitive Learning Management System (LMS), and users can be onboarded immediately. SmartStream's clients learn in their own dedicated area, whilst having access to other services, such as: gamification, forums, chats, messaging and ad-hoc reporting.

Continuous improvement

SmartStream Education courses are continually being added to the platform, these include how-to guides, microlearning courses, and new course updates to keep pace with version releases and new solutions.

Subscription benefits

Subscription services include:

- Progress tracking of each learner
- Access anywhere, anytime without limitation
- Standard courses available immediately, custom courses on request
- Certification programs available
- Ongoing course development and improvement
- Intuitive Learning Management System (LMS)

We are here to help

The SmartStream Education team looks forward to exploring all we can do to help you better utilise our solutions and to make a real difference in your business. Please contact us at: education@smartstream-stp.com or contact your account manager to book an appointment.

About SmartStream

For more information visit:
smartstream-stp.com

SmartStream is a recognised leader in financial transaction management solutions that enables firms to improve operational control, reduce costs, build new revenue streams, mitigate risk and comply accurately with regulations.

By helping its customers through their transformative digital strategies, SmartStream provides a range of solutions for the transaction lifecycle with artificial intelligence and machine learning technologies embedded – which can also be deployed in the cloud or as managed services.

As a result, more than 2,000 clients – including 70 of the world's top 100 banks, rely on SmartStream Transaction Lifecycle Management (TLM®) solutions to deliver greater efficiency to their operations.