



Embedding a culture of **employee compliance**

IMPACT GUIDE

V O L V O

How VCFSUK culturally changed the perception of employee compliance with AI to **surpass their aspirational annual test scores** by 11%



From a cultural point of view, it's allowed us to frame knowledge in a positive and engaging way. There's been a healthy competition between colleagues, which has been fun, and we've seen speed-to-competency improve in time for testing for our new hires.

Our highest annual test score came from one of our newest team members, who had almost no previous experience with the subject matter, but was consistently a top Clever Nelly user.

Mike Lucia,
Head of Learning and Development



Solution overview for VCFSUK

89% average employee competency on FCA-related testing at minimal disruption to the business.

Recognising the need to instil genuine and long-lasting employee competency, Volvo Car Financial Services UK Ltd – referred to as VCFSUK – set out to socialise an Artificial Intelligence (AI) solution to deliver continual competency assessments and automatically repair knowledge gaps in real-time.

Annual testing of compliance knowledge can trigger performance anxiety and low confidence levels, resulting in poorer test scores.

Through the principles of repetition, self-testing and spaced learning, Clever Nelly sustained an average of 89% for employee competency on FCA-related content.

As well as helping them to evidence employees' compliance knowledge, the indirect advantages offered through AI meant that VCFSUK's employees could demonstrate a higher quality of information recall that translated into consistently high annual testing scores.

VCFSUK wanted their people to feel that they were being given the right exposure to the right amount of training and knowledge; Clever Nelly did that for them.

Employees would receive two daily questions, taking less than two minutes to complete. The AI used this insight to customise learning journeys that would demystify the testing of compliance and address gaps in knowledge on an individual basis.

For FCA categories, such as leasing and purchasing products, the AI really did its job. Where people got the questions wrong, they would come around all the sooner, so that repetition allowed them to build up their knowledge and filled in that gap.

If knowledge simply was not present, it also told VCFSUK exactly what type of support training was needed and for whom.



Clever Nelly imparted the knowledge that we needed it to do – which was important – but it also culturally changed how people were viewing the annual compliance knowledge testing, and that was the wider result that I wanted to achieve.

Mike Lucia, Head of Learning and Development



Looking more closely at the measurable benefits achieved through Clever Nelly.

89%

Average employee competency on FCA-related testing

97%

User engagement with Clever Nelly, without a single non-engaged employee

11%

Annual compliance testing targets surpassed by 11%

Across the six-month period, knowledge retention of core content relating to FCA regulation increased from 77% to 89% overall, where the adoption of technology empowered managers to make operational efficiencies around resource and training allocation.



Our **award-winning AI** is grounded in science

Just 48 hours after information is 'learned' by your employees, 60% is lost. After a month this rises to 80%. Our AI counteracts the effects of knowledge fade.

Hermann Ebbinghaus' infamous 'Forgetting Curve' highlights the extraordinary rate at which memory declines over time. As much as 60% of information is forgotten after 48 hours, increasing to 80% after a month.

The speed in which information is forgotten can be accelerated based on an individual's perception of the material's difficulty, meaningfulness and how it is provided.

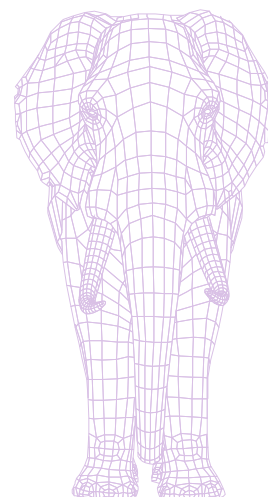
For subject areas that are codified as complex or simply boring, this presents additional problems that our AI fixes through gentle reinforcement and affirmations when questions are answered correctly.

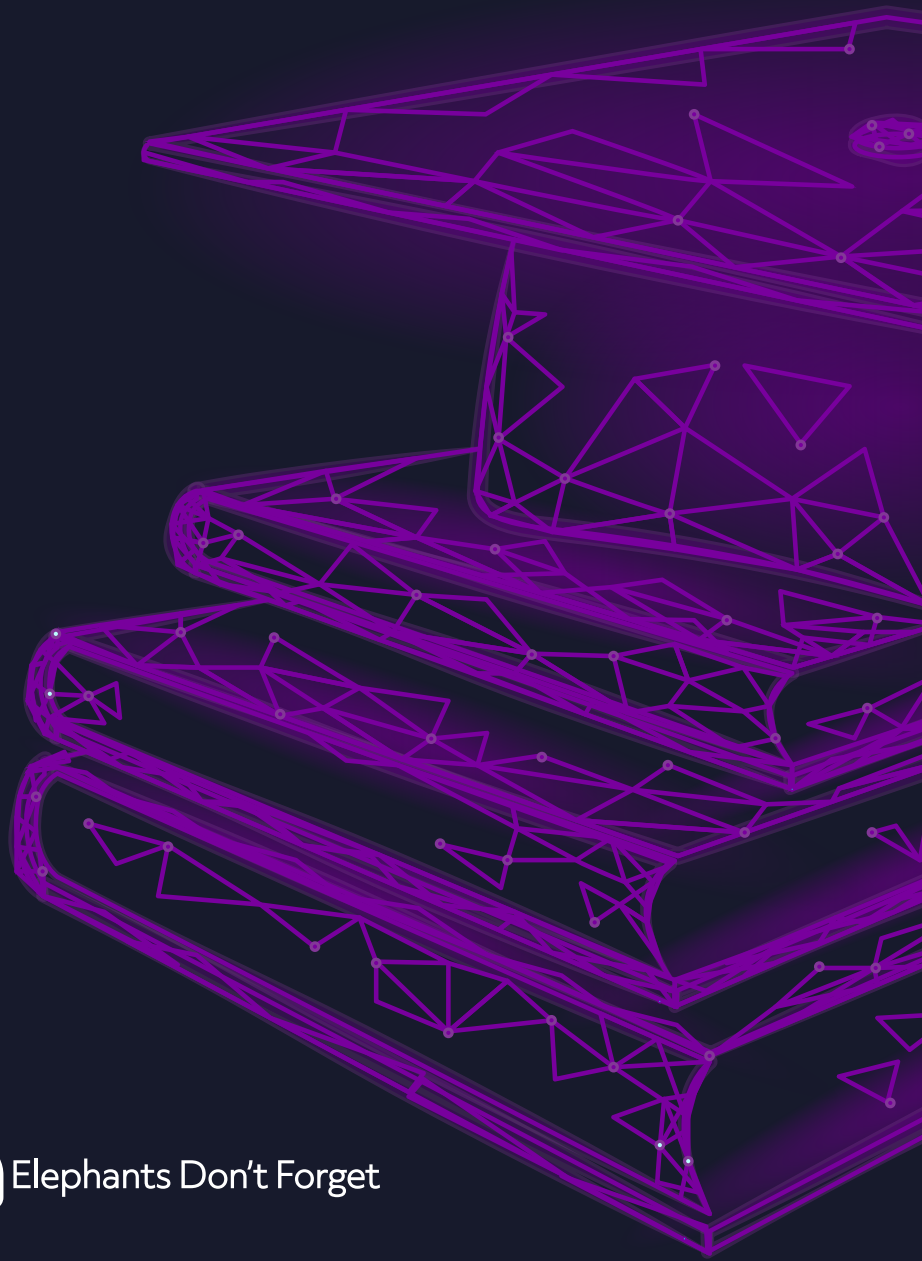
About Elephants Don't Forget

We are world leaders in the use of Artificial Intelligence to assist employee performance, reduce risk and deliver best-in-class employee compliance regimes. Our business is ISO 27001 accredited, FedRAMP compliant and supports some of the best-known names in regulated markets.

With 9 out of 10 employees preferring our model to the default, companies using Clever Nelly avoid operational inefficiencies from a one-size-fits-all approach to training. We also have a winning deployment method that minimises the workload for senior managers.

If you would like to know more, please visit: **www.elephantsdontforget.com**





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