Metropolitan Commercial Bank

CaseStudy

Headquartered in New York, New York, Metropolitan Commercial Bank is a commercial bank with centers in Manhattan, Borough Park, Brooklyn, and Great Neck, Long Island. It is the 38th largest bank in the state of New York and one of the 500 largest banks in the US.

The Challenge

Metropolitan Commercial Bank has more than 100 employees at 5 locations. As a bank, information security training is critical for its employees. Metropolitan wanted to maintain an information security training program in-house to educate employees on existing and updated regulations. This way, it could provide the most relevant and current regulatory training to its entire team in order to ensure that employees complied with the necessary policies and procedures.

With this goal in mind, Metropolitan approached emPower eLearning Solutions to create an online information security program for its employees.

The Solution

With the above requirements in mind, emPower created a customized learning portal for Metropolitan Commercial Bank that allowed its employees to learn about information security including phishing, as well as secure use of email and mobile devices.

emPower created a customized Learning Management System (LMS) that provided the bank with the ability to assign courses based on roles, needs, and employee knowledge gaps.

Some of the key benefits that Metropolitan derived from the emPower LMS include:

- Simplicity for training administrators

- All information security training in one central location

- Personalized training accounts for each employee

- Courseware designed specifically for the bank

- Ease of tracking and compliance checks

The Results

With the customized LMS in place, Metropolitan Bank employees have anytime, anywhere access to the information security courses. Regular automated reminders remind users of pending courses and their due dates, while administrators are able to monitor user activity on the learning portal.

> The information security training course is easy to understand. Employees can complete them at their own speed and time. Tracking everything is a breeze. The refresher course every year has helped everyone stay updated.

Nick Rosenberg
Executive Vice President and Chief Technology Officer