

Agile and engaging learning ensures compliance

Payoneer's platform streamlines global payments for millions of businesses worldwide. It can't afford any compliance risks. Payoneer's service associates must stay aware and up-to-date with constantly changing regulatory requirements.

Working with Central, Payoneer has created a culture of continuous learning. Associates receive daily training updates, delivered in an experience that maximizes engagement and knowledge retention. For its L&D team, things have never been better.



90%

Average post-learning assessment scores



96%

Daily learning completion rate



1/2

Learning content creation time cut in half



NEOMIE ROTHNIE
QA Manager - Customer Care



Central has been tremendous in helping us improve learning engagement and satisfaction.

Ensuring worldwide regulatory compliance

Payoneer's mission is to empower businesses to go beyond borders, limits, and expectations. It provides money transfer and digital payment services for millions of companies across 200 countries.

Payoneer operates in a highly regulated market. Its service associates must constantly stay in compliance with continuously changing regulations. For example, if a local central bank requires that all money transfers include a signed statement, hundreds of customer care associates must not only know this, they must remember it for relevant transactions and act accordingly. Otherwise, they might put Payoneer and its clients at risk.

As the company grew, providing daily on-site briefings was no longer a viable option. It needed a new way to quickly create, disseminate and engage associates with new knowledge.



We needed more flexibility and wanted to integrate functionalities to strengthen our employees' motivation and engagement to the learning process.

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Creating an agile and engaging learning culture

Payoneer wanted learning content to be easy to create and update. Furthermore, personalizing and localizing it had to be intuitive - allowing admins to trigger it for different users at different times, and offering dynamic cadences based on users' profiles. This would ensure the relevant knowledge was delivered to the relevant associates, and applicable to their immediate actions.

Another major consideration was learning engagement. Payoneer's customer care associates are predominantly millennials. They are accustomed to rapid feedback and highly engaging content formats. Payoneer needed learning to be completed on time and to ensure it is retained and applied. It couldn't afford learners to just click through them without giving them the necessary level of attention.

Approach

Payoneer decided to use Central to implement its new approach. Its learning and development team collects information on regulatory issues and updates from different departments. It then uses Central to author bite-sized learning activities and monitor associates' engagement levels and performance on them.

Associates receive instant feedback for participating in learning in the form of points and guidance notifications. They are presented with a dashboard designed as a racecourse and progress as they successfully complete learning assignments and assessments.

As they hone their knowledge, associates pass levels and gain badges, indicating social status and their level of mastery.

Personalized Microlearning

Payoneer creates new learning activities daily. These are short, focused bursts of compliance training followed by retrieval practice such as quizzes or simulations. Associates get relevant activities based on their profile and performance.

Real-time Performance Management

Associates can visually track their progress and ongoing success on learning activities on their personal dashboard. The L&D team can centrally track knowledge levels and compliance across all sites and locations.

Advanced Gamification

Employees collect points and badges or progress in levels based on completion rates and results in ongoing learning. Putting TV leaderboards in the common areas and offering redeemable prizes in exchange for points is in the process.

"A culture of learning produces productive employees"

CLAIRE
Learning Solutions

Results

Payoneer has been reaping benefits from its new approach from the get go. It is now able to train on regulatory updates faster and better than ever before.

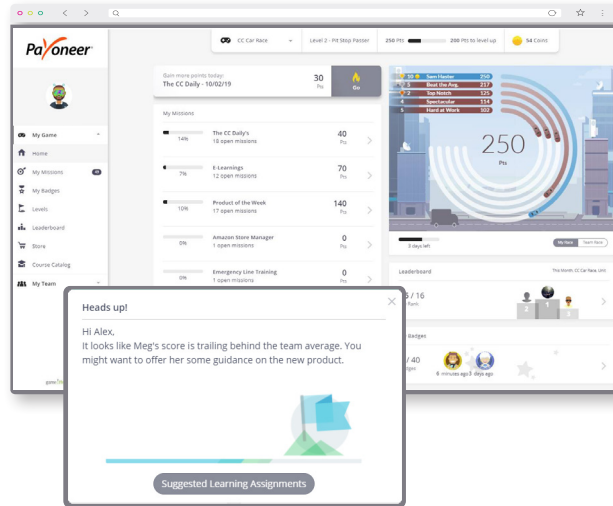
The development and deployment time for new learning content has been cut by more than half. Working with Central means adapting existing learning or creating new materials can be done in a matter of minutes.

Additionally, Payoneer has seen substantial improvement in post learning assessment scores and compliance with training requirements. 96% of employees log into the system and complete their learning daily with an average success rate of 90%. This impact



Employees' engagement in the learning process is amazing. We are continuously expanding this approach to more units of our organization.

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is also long-lasting. Associates go through quarterly assessments to review knowledge levels on topics covered throughout the quarter. Payoneer has seen a substantial improvement in the results of these assessment following the deployment of the program.

Lastly, overall satisfaction with the learning has increased by 16%. Associates are not only more successful in their learning; they are more engaged and attentive, which leads to higher overall desire to learn and succeed - The real makings of a culture of continuous learning.

About Central

Central helps the world's leading companies make employees the center of business success by improving their engagement, learning and performance.

Its Better Together platform holistically blends advanced gamification, personalized microlearning, and real-time performance management to sustainably motivate employees to challenge themselves and strengthen skills while providing data-driven feedback in their quest to reach their full potential.

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