



*“ Komerční banka was looking for a system to enable efficient electronic testing in areas where classroom training was not necessary and where rapid onboarding of large numbers of employees was required. The emphasis was placed on professionalism, quality, and user-friendliness. Kontis, with its iTutor product, best met these requirements, and the entire process as well as the subsequent cooperation exceeded our expectations in terms of modernization and savings in both time and costs. ”*

Jaroslava Jelínková, Head of Professional Training, Komerční banka, a.s.

## Company Profile

Komerční banka, a.s. is the parent company of the KB Group, which consists of eight companies. Since October 2001, Komerční banka has been an important component of the international retail banking division of Société Générale, one of the largest financial groups in the Eurozone.

Komerční banka is among the leading banking institutions in the Czech Republic and the Central and Eastern European region. Its services were used by 1.59 million clients through 395 branches and 677 ATMs across the Czech Republic. It is a universal bank with a wide range of services in retail, corporate, and investment banking.

## Educational Needs

Komerční banka offers its clients highly professional products and services in the financial sector. To maintain such a high standard, it is necessary to continuously improve and test the knowledge not only of staff in client-facing roles, but also of employees involved in the day-to-day operations of the company. There was also a need to set up an effective system for statutory mandatory training. Electronic testing brings simple and fast feedback on employees' current knowledge levels and allows for optimal planning of further training steps to increase work efficiency. At the same time, it reduces the costs of operating and evaluating tests.

Therefore, it was necessary to find a solution that would, on one hand, enable the easy preparation of electronic tests to verify employee knowledge, and, on the other hand, place as little strain as possible on the bank's existing infrastructure.

One of the fundamental requirements in planning the entire project was the openness of the solution, allowing future expansion of the system for not only electronic tests, but also multimedia training courses. It was also necessary to ensure integration with Komerční banka's HR system.

## E-learning

The ideal product that met Komerční banka's requirements was the iTutor LMS from Kontis s.r.o. The project team chose to implement the Administrator, Manager, Student, Tester, and Messenger modules. This provided a comprehensive system for creating custom electronic tests, distributing them to employees, and instantly obtaining and monitoring results. Mandatory tests were initially deployed for Fire Protection, Occupational Health & Safety, and Anti-Money Laundering, and were gradually expanded to include additional training courses such as MS Office, banking product and service certification, and more.

The Messenger module plays a key role in the process by automatically sending email notifications to employees—such as reminders to complete specific tests or alerts about expiring certificates.

No server was needed on Komerční banka's side for iTutor LMS implementation. Hosting is fully managed by Kontis s.r.o., and all users access iTutor LMS securely over the internet.

In this way, Komerční banka ensures testing for more than 8,000 employees. Integration with the HR system was a key requirement, so as part of the project, an application was implemented to automatically transfer daily information about organizational structure and staff from the HR application Odysea to iTutor LMS. Study results are transferred back to HR Odysea, making this information available directly to HR staff for complete training reporting within Odysea.

## Summary

By implementing the iTutor LMS from Kontis, Komerční banka successfully unified and streamlined its employee testing and compliance training across the organization. The flexible, fully hosted solution allowed the bank to efficiently test knowledge, automate notifications, and seamlessly integrate learning processes with its HR system—all while minimizing demands on internal IT infrastructure. As a result, the bank now benefits from a modern, scalable platform that supports ongoing staff development and maintains high professional standards for more than 8,000 employees.