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## **Case Study: Training Project : Hundreds of Personnel Acquired and Trained FAST**

**Challenge:**  
*A Financial Client needed to train financial consultants fast and cost effectively*

**Solution:**  
*VisionIT used its staffing experience as well as training knowledge to address the client's challenge*

**Results:**  
*Our client was able to meet its loss mitigation goals by employing the many trained consultants provided by VisionIT*

**The VisionIT Difference**

VisionIT's financial client handles more than 350,000 loans, with over 60% of them in delinquent status. Additional resources were needed to address the backlog of these loans. The current staff of Loss Mitigation Analysts and Specialists needed augmentation by more than 245 resources. These Specialists needed training in the company's culture, tool set, and guidelines prior to reaching levels of appropriate productivity.

VisionIT applied its expertise in the following services to address a short fall of consultants:

- ✓ Staffed Loss Mitigation Analysts and Specialists
- ✓ Collected feedback from consultants and counsel consultants when appropriate
- ✓ Provided Metrics on activity
- ✓ Measured trends and progress
- ✓ Monitored success at each servicer shop
- ✓ Provided training on the company's culture, the tool set, the company guidelines and processes. The training was instructor-lead web-based training.
- ✓ Provided a process for Laptop set up and distribution
- ✓ Provided a process for off boarding including return of laptop

Our client was able to deploy loss mitigation consultants to meet their goals, while consultants became well trained and able to handle the increased work load due to the expert training and screening of VisionIT recruiters and training specialists. Training delivery was executed via classroom instruction and web based training methods.

Providing IT Staffing and Training expertise to resolve our client's shortfall resulted in a major success for our client.