



Northern Trust case study

Background

Northern Trust is a global leader in delivering innovative investment management, asset and fund administration, fiduciary and banking solutions to corporations, institutions and affluent individuals. As a top 10 global custodian/asset services provider and top 10 asset manager – by value of assets – it is a highly client focused organisation, requiring talented, team-orientated individuals able to demonstrate high integrity delivering services using an advice driven approach.

The challenges

Northern Trust has a growing network of 85 offices in 18 U.S. states and has international offices in 15 locations in North America, Europe, the Middle East and the Asia-Pacific region. Inherent in the growth are change and infrastructure developments. Previously, the L&D Operation of Northern Trust EMEA used selected associates and external vendors to deliver the entire training curriculum. As the requirements and volumes grew, the number of vendors has increased, creating a complex network of service providers and relationships which required considerable management resource by Northern Trust.

The solution

In February 2008, Northern Trust selected Capita Learning & Development to deliver a core training curriculum encompassing soft skills, management and leadership programmes (a range of 40 programmes including a range of IT courses). We were chosen because of our ability to provide a master vendor solution (managing suppliers in Guernsey, Ireland and across EMEA), the ability to quickly adapt our public course offerings and the overall cost effectiveness of the solution.

The value delivered

Northern Trust is very pleased with the outcomes with realised cost savings of 20% whilst maintaining an excellent quality of service. Approximately 200 training days are being run in 2008; a mixture of 1 day, half day and 90 minute programmes. We are currently working closely with Northern Trust planning the programmes for 2009 to ensure that they reflect the strategic aims and objectives of Northern Trust going forward. New courses are being designed and developed and existing courses tailored to respond to the changing development needs of Northern Trust's people, so that they will have the skills to meet the organisations future objectives.