



Clever Nelly moves the dial on core KPIs



Customer outcomes are up 9% as a result of the work Moneybarn are doing with Clever Nelly

By embedding knowledge through a continual assessment model, Moneybarn are setting their people up to deliver optimal customer outcomes and drive significant KPI improvements.

As a leading lender of specialist vehicle finance, Moneybarn make it their mission to put their customers on the right path through everyday life, receiving industry acclaim in recognition of their collective focus on responsible lending and good customer outcomes. To support frontline employees fulfil their mission in-role, they socialised an Artificial Intelligence (AI) solution – Clever Nelly – within their vehicle finance division, with the express purpose of embedding business-critical information that would translate into improved employee and business performance.



Embedded learning in two minutes

Requiring – on average – 1 minute 47 seconds of an employee's day, the AI creates a training environment that is operationally efficient and requires minimal intervention from team leaders.



15,580 knowledge interventions

Clever Nelly distributed 15,580 learning opportunities across a three-month period, where average engagement was 93%.



High engagement, high performance

Top users of Clever Nelly (with 100% engagement) scored 8% higher than those with an engagement rate under 80%.





Solution overview for Moneybarn

Clever Nelly gives Moneybarn tangible MI that correlates employee knowledge improvements to a 4.5% reduction in AHT, giving them a 300% return.

Winners of Credit Strategy's Responsible Lender of the Year award, Moneybarn are committed to continuously identifying and integrating tools that will help them to underpin a culture of genuine employee competence and compliance.

Moneybarn's primary target with Clever Nelly was to guarantee that training was learned and retained by their people, recognising that this would improve the quality of customer interactions and lead to better outcomes.

With the project driven by a dedicated resource from Elephants Don't Forget and receiving ongoing involvement from senior stakeholders at Moneybarn, Clever Nelly demonstrated a 300% return on investment just six months into its deployment.

One of the factors behind this success was high employee engagement.

We consider an 80% rate to be the minimum requirement for Nelly to work optimally to facilitate positive outcomes in employee competency and performance. Moneybarn achieved an impressive 93% average engagement rate, which resulted in knowledge levels increasing across ten categories by as much as 11%.

Six in ten employees maintained 100% engagement with Clever Nelly. These 'top engagers' scored 8% higher for individual competency compared to their colleagues with engagement under 80%.

By instilling a continuous learning environment, Moneybarn were able to demonstrate significant improvements to core customer service KPIs, including a 4.5% reduction in Average Handling Time that was attributed to Clever Nelly.

The expert authoring team at Elephants Don't Forget built question sets from Moneybarn's existing training content. These incorporated assessments for industry-critical topics, such as customer vulnerability and the cost of living crisis, to determine an employee's application of in-role knowledge.

During the diagnostic phase, each user received two questions per day. This data

formed the individual baseline knowledge profiles from which Clever Nelly could begin customising learning opportunities to identify and close gaps.

The AI then adjusted the frequency and subject matter of these interventions in real-time to support 'mastery' of the content.

Six months on, Moneybarn have seen tremendous success with Clever Nelly. The greatest impacts have been to fair outcomes, which have risen for new hires and tenured colleagues alike by 9%, as well as average wrap and hold times.

Inadvertently, managers have also seen a marked impact to their culture. Employees "want to absorb the information" from their Nelly questions, they want to learn the training content and deliver better outcomes to their customers.



For me, the biggest win is the environment it's created for our advisors; they want to absorb the information and they want to be challenged with Clever Nelly. At first, I thought we would have to do a lot more to get our people onboard using it but they absolutely love it.

Devon Pink, Contact Centre Manager



Looking more closely at the measurable results achieved through Clever Nelly.

4.5%

Improvement in Average Handling Time, as employee competence in subject matter has increased.

9%

Improvement in the achievement of fair, good and great outcomes for customers.

38%

Decrease in Average Hold Time.

30%

Decrease in Average Wrap Time.¹

¹ Average Wrap Time: the time used by the advisor following the end of a call to complete any administrative tasks.



Pre-Nelly, employee training and onboarding at Moneybarn followed the default approach within the sector. New hires would complete mandated learning as classroom-based modules, requiring the help of team leaders and training guides to fill in any gaps that had formed due to knowledge fade.

Quarterly assessments would then give managers a single-point-in-time reading of employee competence. These failed to provide a true reflection of an individual's competency and – inevitably – meant that gaps could go unidentified and unresolved between assessments and beyond.

Time intensive refresher training and team leader interventions, particularly in a contact centre environment, are operationally inefficient. Clever Nelly achieved measurable, sustained operational improvement in less

than two minutes per agent per day.

These interactions are especially critical for employees in hybrid positions, who may lack the peer-to-peer support that would otherwise be available.

Team leaders use Clever Nelly's Management Information to monitor performance and engagement, whilst on a user level, employees can track their competence scores against an anonymous peer benchmark.

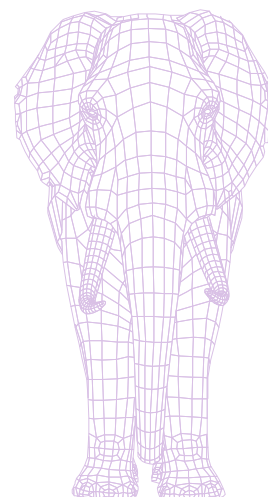
Clever Nelly has created an environment of active learning within Moneybarn, where advisors are taking ownership of their own professional development.

About Elephants Don't Forget

We are world leaders in the use of Artificial Intelligence to assist employee performance, reduce risk and deliver best-in-class employee compliance regimes. Our business is ISO 27001 accredited, FedRAMP compliant and supports some of the best-known names in regulated markets.

With 9 out of 10 employees preferring our model to the default, companies using Clever Nelly avoid operational inefficiencies from a one-size-fits-all approach to training. We also have a winning deployment method that minimises the workload for senior managers.

If you would like to know more, please visit: www.elephantsdontforget.com





Having gone through a period of considerable recruitment, we needed to quickly cement knowledge and competence in-role. Nelly was able to help us do that.

It's a solution that helps our colleagues optimise their in-role performance, whilst giving us additional insight in terms of employee compliance and competence, and improvements to operational metrics.

Following the 90-day diagnostic playback, we've seen downturns in average handling times, wrap time reductions and improvements in fair outcomes as part of our quality assurance work – where Clever Nelly helps us to plug those gaps – and higher customer satisfaction.

Dan Thompson,
Strategy and Transformation Director



 Elephants Don't Forget

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