

Customized SimCorp Training

How Dimensional Community transformed SimCorp capabilities through comprehensive staff training at a leading North American Asset Manager.



Complex Upskill Challenge

A major North American Asset Manager faced a critical challenge in their SimCorp operations as they approached several transformational projects. Their heavy reliance on external consultants, combined with limited internal expertise and insufficient documentation, created significant operational risks and increased costs.

The organization recognized that their dependence on external resources was unsustainable, particularly with upcoming strategic initiatives requiring deep system knowledge. They needed a comprehensive solution that would transform their team's capabilities while maintaining high operational standards. Through partnership with Dimensional Community, they sought to build true self-sufficiency for both current challenges and future growth.

AT A GLANCE

CLIENT
US Asset Manager.

AUM
\$165bn

CHALLENGES

- Heavy reliance on externals.
- Insufficient internal SimCorp expertise.
- Multiple transformation projects ahead.
- Lack of documentation.

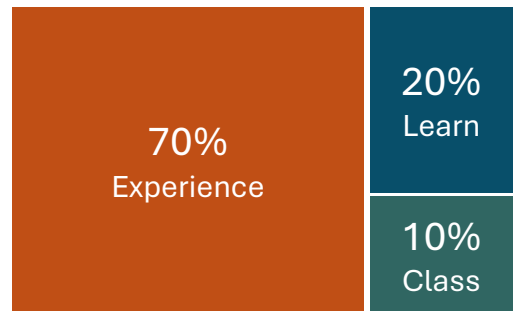
BENEFITS

- 80% reduction in externals.
- 92% decrease in issues.
- Full training ownership.
- Standardized knowledge management.

Comprehensive Training Solution

Our approach centered on the proven 70-20-10 learning model, which combines practical experience, peer learning, and structured training.

We developed customized learning paths that began with foundational training for new users and progressed through module-specific programs to advanced workshops for super users. This was complemented by hands-on troubleshooting sessions and supervised support cases to ensure practical skill development.



The training covered essential areas including performance analysis, trade workflows, accounting processes, system integration, and reports generation. We placed particular emphasis on configuration management, data validation, and job monitoring, ensuring comprehensive coverage of all critical operational aspects.

Our knowledge transfer framework incorporated client-specific training materials and customized reference guides. We developed standardized troubleshooting procedures and documentation templates, establishing best practices and configuration governance models that aligned with the client's specific needs.

Skills Assessment and Development

We implemented a sophisticated skills assessment framework that evaluated team members across five progressive levels of competency. Beginning at the Initiate level, where staff develop basic understanding and navigation skills, team members advanced through the Develop stage, where they learned to comprehend problems and implement guided solutions. At the Standardize level, they achieved independent problem-solving capabilities, progressing to the Optimize level where they could provide professional guidance and integrate architectural solutions. The highest tier, Innovate, recognized advanced practical experience and the ability to proactively suggest improvements.

Transformative Results

The implementation of our training program transformed the organization's capabilities across multiple dimensions. With over 30 staff members completing the comprehensive training, the organization achieved significant operational improvements. The dramatic reduction in external consultant dependency was accompanied by a substantial decrease in defect escalation, while the establishment of standardized, accessible documentation enhanced internal capabilities for future projects.

The strategic benefits extended beyond immediate operational improvements. The organization experienced accelerated problem resolution times and an improved first-time-right ratio. Team confidence grew notably, leading to enhanced system optimization and more effective change management capabilities.

The long-term value of our intervention manifested in sustainable knowledge retention and the cultivation of a continuous improvement culture. Training costs decreased while staff satisfaction increased, contributing to enhanced operational resilience and greater innovation capability throughout the organization.

About Dimensional Community

Dimensional Community is a leading SimCorp consultancy, dedicated to empowering organizations to unlock the full potential of their SimCorp platforms.

We pride ourselves on building strong, long-term partnerships, providing not just consultancy, but a collaborative journey toward success and a partner you can trust in achieving excellence in SimCorp utilization.

Industry-leading expertise: Our team consists of SimCorp practitioners with at least 7 years of experience, delivering top-tier solutions.

Tailored, high-quality solutions: We provide simple, effective solutions that meet your specific business needs, ensuring long-term success.

Agile and efficient delivery: We emphasize rapid, iterative delivery, ensuring continuous improvement and seamless integration.