



“Employee engagement and compliance are at an all-time high because SumTotal Learn provides the content our people need to do their jobs today and to build skill sets for jobs they may have tomorrow.”

**Cathy de Pasquale, Director of Strategic Development and Delivery
Department and Senior Vice President, Flushing Bank**

Business Challenge

Flushing Bank, a New York State chartered stock commercial bank, serves customers through its 19 offices located in Queens, Brooklyn, Manhattan and Nassau County. It also has an online division that offers deposit products to consumers nationwide.

A focus on building customer relationships meant the company required a more usable and efficient way to support customer-facing employees. Additionally, Flushing Bank needed to automate, deliver and report compliance training for its employees in line with the highly regulated financial services industry.

The organization had an LMS in place but the navigation was limiting the execution of learning and compliance and the customer support provided was ineffective.

About Flushing Bank

Flushing Financial Corporation (Nasdaq: FFIC), is the holding company for Flushing Bank®, a New York State-chartered commercial bank insured by the Federal Deposit Insurance Corporation. The bank serves consumers, corporate clients and public entities by offering a full complement of deposit, loan and cash management services.. As a leader in real estate lending, the bank’s experienced lending team creates mortgage solutions for real estate owners and property managers both within and outside the New York City metropolitan area. The bank also operates an online banking division, iGObanking.com®, which offers competitively priced deposit products to consumers nationwide.

How SumTotal® Helped

Flushing selected SumTotal Learn: Maestro (cloud) to automate and centralize all compliance, training, communication and reporting for the organization’s dispersed workforce.

Through their WebEx Training Center, Flushing Bank now offers employees a wide variety of Skillsoft content. Compliance courses, custom content that is product- or policy –based and employee development courses provide a high-quality user experience and the company avoids the headaches and resource drain associated with managing complex IT, hardware or software.

Key Metrics

More efficient department because of the intuitive interface and ease of use offered by the LMS

Reallocation of staff time from handling LMS questions to focusing on strategic initiatives

Quick and accurate reporting produced for regulators

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