

# THE CLIENT

Quality Insurance Company (QIC) Ghana

Licensed by the National Insurance Company (NIC) as a composite insurance company to transact general insurance business in Ghana.



## SUCCESS STORY

### What was Phillips Consulting (pcl.), in partnership with LRMG, hired to do?

QIC Ghana engaged pcl. in partnership with LRMG to implement an easy-to-use, robust, digital learning solution with access to various courses across behavioural, technical and functional competencies towards driving business performance and growing revenue.

### The Challenges

QIC Ghana wanted a cost-effective digital learning solution that can be easily accessible on mobile devices to develop its dispersed workforce across various competencies.

### The Solution

- QIC acquired Skillsoft Percipio LXP, now rebranded as QSmart within the firm
- Qsmart enabled QIC to align learning to the organisation's objectives, generate reports to gain insights into learners' activities, and drive healthy competition among employees with the gamification features
- QIC Ghana has implemented various strategies to ensure the utilisation of the platform towards upskilling their employees
  - Courses are assigned in line with employees' development plans
  - Employees are rewarded quarterly for outstanding performance or sanctioned for poor performance

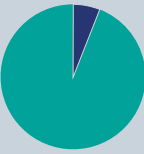
### Client Feedback

“The QSmart learning platform is user friendly and has lots of engaging learning resources with the adoption of relatable scenarios. I can access my learnings on my mobile device seamlessly. One feature I love the most on the mobile device is the offline capability; it enables me to download and access my learning content without internet connectivity.” – **Kofi Agyapong Sarpong**

“QSmart is an easy-to-use platform with a comprehensive library. The courses are engaging and interactive, and I have been able to apply the knowledge gained in my job.” - **Barbara Agyekum Okyere**

### Outcomes & Value Delivered

**96.3%**  
learner adoption and engagement on the platform



**72%**  
learner completion rate



**1,767**  
badges/rewards earned on platform



**1,161**  
total time in learning sessions



### Impact

Implementing the Percipio LXP has had a tremendous impact on igniting the QIC people and equipping them with new skills, enhancing their existing skills, knowledge and status, ultimately helping QIC achieve their business goals.