

Industry: Finance  
Use Case: Employee Training, Compliance Training

# Changing a training vision with SAP Litmos LMS

NLC Loans is a nationally licensed direct mortgage lender that has been in business since 2003. Their primary concern is customer satisfaction. Every interaction with NLC Loans' dedicated mortgage professionals puts the customer front and center. They take the time to listen to you, strive to understand your financial goals, and even get to know you on a personal level.

Previously, NLC Loans wasn't using a learning management system. Their VP of Training delivered live seminars locally, using webinar software to deliver training to small numbers of branches at a time. Employees were spread thin, with zero scalability; NLC Loans needed a better way of tracking training and measuring results. The fallout of the "Mortgage Meltdown" changed the landscape of training in the industry and pre-licensing and on-the-job training was no longer enough. It was in the best interests of the company and the consumer to deliver a better training program, especially with their ever-changing compliance needs.

Once the executive team was convinced that eLearning was the right move for them, they began to trial several platforms before landing with SAP Litmos. As a fast-growing private lender, SAP Litmos has helped NLC Loans' training go from individual "experts" teaching live classes in local offices, with occasional webinars, to soon being a 1,000+ person, national company with a growing learning and development team, committed to plug-and-play, scalable training. They have saved an enormous amount of time and money, and SAP Litmos has fundamentally changed how their users view training.

NLC Loans now has a consistent curriculum with teams and Learning Paths. As the company continues to grow, the SAP Litmos training program will be growing with them.

Learn more at [www.litmos.com](http://www.litmos.com)  
+1 (925) 251-2220 | [sales@litmos.com](mailto:sales@litmos.com)



**Formalized & compliant training**  
NLC Loans now has formalized training courses available to help its employees succeed in their roles.



**300% increase in company growth**  
Their training group has been able to successfully support company growth of more than 300% since the rollout of SAP Litmos.



**Content flexibility**  
NLC Loans now has a variety of training alternatives to offer employees via SAP Litmos.