CASE STUDY

explorance

Scaling Leadership Training with Explorance Metrics That Matter at Murex

About Murex

Murex is a global leader in financial software, providing innovative solutions for trading, risk management, and post-trade operations. Headquartered in Paris, the company serves financial institutions worldwide, offering advanced technology and expertise to support capital markets, treasury, and investment management.

MUREX

metrics that matter

CHALLENGE

Scaling Leadership Training Across a Global Workforce

How can global organizations scale leadership training while ensuring consistency across diverse teams? Every multinational company must answer this question as it scales its operations and grows its global reach.

As a banking software company, Murex spearheads various training programs, notably a leadership program delivered in partnership with a business school. As Head of Digital Learning and Change for Murex, Zachary Pfau championed using Explorance Metrics that Matter (MTM) to help scale and refine the courses.

With certain classes delivered to over 750 people worldwide, Zachary's team needed to find an efficient way to analyze course data at a glance. The number of data points involved made them opt for robust dashboards through the MTM platform.

Harnessing Data to Deliver Consistent Leadership Development

Zachary and his team immediately saw the returns of MTM's data. Not only has MTM allowed for better insights into the impact of their courses, but the data provided has also significantly improved the relationship with their business school partner.

The primary feedback-gathering process was a survey conducted at five key points during the nine months of the course.

An essential aspect of the MTM implementation was the implication of Explorance's team of experts. From strategy to dashboard creation and daily management, Explorance was supportive from Day 1 and provided helpful insights along the way.

"Every time we jump on the call, [The Explorance Team is] bringing insights, they're bringing experience," Pfau explained. "They go the extra mile and really support us, even sometimes it might just be brainstorming on stuff that doesn't have much to do with the tooling aspect. This is necessarily part of a big change program. So it's great to have the support, experience, and reliability of the experts on the team to help organizations like ours initiate and implement that change."

The reporting capabilities of MTM enabled an internal reframing of the corporate learning discussion with executives. Zachary could now move past "vanity metrics" like attendance and participation rates to offer data-backed insights on the courses' business benefits.

"[The] key was the rapidity and the consistency with which we were able to do the exact level of reporting and actually educating our stakeholders on having different conversations about the learning going on in the organization."

Data-Backed Success: Scaling Leadership Training Across 750 Managers

Using MTM data, Zachary and his team were able to hone in on the content of the leadership course and further convince Murex executives of their department's impact. The dashboards built with the help of the Explorance team enabled the department to share data with the rest of the organization easily.

"I was able to walk in with a three slide version, ten slide version, exact summaries on what was going on the ground globally, and hand that look back over as a leadership topic for things that needed adjustment or things that needed sponsorship or endorsement."

MTM emerged as much more than simply an L&D platform, allowing Murex to provide better-quality data to its partners and gain valuable insights for its digital transformation efforts. It's not solely about the technology—it's about drawing from Explorance's decades of experience.

"Integrating MTM into your learning tech stack and tech stack strategy is much more than a tool. I think you're buying and pulling in a framework for thinking about and discussing impact across the organization. You're buying the experience of the consultants."

By continuing with this partnership, Murex will see even greater L&D enhancements.

explorance

www.explorance.com

@explorance