



ENTERPRISE LEARNING REINVENTED

AI-Powered Practice Transforms Banking Performance

INDUSTRY
Financial Services

USE CASE
New Hire Training

LEARNERS
13,000+

PRODUCTS USED
AI Coach Simulation
Performance Analyzer

One of Canada's top five financial institutions set out to close the gap between training and real-world performance. With *MyPractice Lab*, an AI-powered learning platform combining Zenarate's conversation simulations, system navigation, and real-time coaching, colleagues gained a safe, realistic space to practice complex interactions before ever engaging with customers.

The result is a measurable step-change in readiness, confidence, and customer experience across 13,000+ colleagues that has led to powerful business impact.

\$5.73M

Annualized enterprise
-wide impact

\$1.48M

Savings from reduced
attrition

\$4.25M

Gains from lower AHT
and faster proficiency



"Results prove that AI can make confident decisions on compliance elements at scale, increase workflow efficiency, and augment human decisions and speed to action." - Senior Training Leader

For more information, visit www.zenarate.com