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HOW MCCARTHY INSURANCE USED TECHNOLOGY TO STREAMLINE THEIR TRAINING PROCESS

ABOUT MCCARTHY INSURANCE

McCarthy Insurance Group was established in Fermoy in 1952. Founded by Charlie and Eily McCarthy, they have expanded to over 17 branches and employ over 200 staff members.

The McCarthy Insurance Group are a well known and highly reputable Irish company serving over 100,000 customers and dealing with 150 product providers offering a nationwide service.

200+ Staff

17 Branches Nationwide

11,000+ Training Courses Completed

THE CHALLENGE

All businesses face challenges when it comes to training large volumes of staff members. For McCarthy Insurance Group, these challenges included:

• Training over 200 staff members across 17 locations
• Offering 40 different types of insurance products and ensuring product knowledge across branches
• Ensuring standardised procedures across branches
• Ensuring service level performance across branches
• Assigning, tracking and capturing results
• Having records that employees have read and understood the training content
• Accurately storing employee training records on file

Because of these challenges faced, McCarthy Insurance Group needed a solution to streamline their training processes.

THE SOLUTION

In 2016 McCarthy Insurance implemented SeamsCloud LMS, an online training platform across their business, which allows them to train all staff in all departments, remotely and quickly.

Implementing SeamsCloud allowed them to:

• Assign the relevant training courses and auto send an email notification about any pending training.
• Read and tick checkboxes confirm that employees have read the documentation.
• Quiz questions at the end of training to validate learning.
• Assign, track and record each employees interactions.
• Deliver company-specific training content across multiple locations to standardise the customer experience.
• Same training content to ensure the quality of learning.

THE SUCCESS

SeamsCloud LMS has provided MCCarthy Insurance Group with the tools they need to seamlessly deliver powerful training courses to their staff members, in a short period of time. With over 11,000 training courses completed, and almost 5,000 training hours used, their training programme is now of world-class standard.

Compliance records are available for any training/audit purposes at the touch of a button. It really has revolutionised their internal training practices.

TOTAL MONTHLY TRAINING

- 2020
- 2021

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
2021	322	336	231	354	455	245						
2020	155	139	157	188	170	371	126	533	324	631	357	242

11,121
TOTAL TRAINING RESULTS

4695
TOTAL TRAINING HOURS

30 MINUTE
AVERAGE HOUR PER COURSE

SeamsCloud