



Sealund presents Innovative Training Solutions developed for...

CITIBANK

Multilateral Netting WBT

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Sealund Delivers Another Web-Based Solution Multinational Training for Multilateral Netting

Just-in-time training developed by Sealund accompanied the rollout of the new web-based version of CitiNetting. This system enables multinational organizations to settle intercompany obligations according to a predetermined calendar. The high-level instructional design that was found to be comprehensive and interesting by Citibank's customers in the WorldLink Interactive Tutorial, was carried forward in the Netting

Interactive Tutorial. Users have the opportunity to learn features of the software, then have the opportunity to practice what they have learned using true-to-life scenarios. Sealund's ability to economize interface, metaphor and instructional design between these two projects saved time and money for Citibank, thus increasing the ROI.



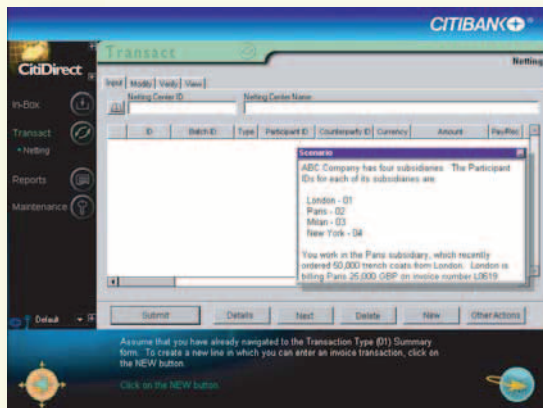
Sealund Special Report

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The Netting Cycle

1 The Netting Interactive Tutorial provides the depth of training material necessary to maximize user understanding and retention. A brief introductory module within the training course walks the user through the Netting Cycle. Sealund recognized the importance of providing this information to users by understanding how closely related the flow of the CitiNetting software is to the overall Netting process.



Multinational Scenarios

2 Sealund considers the scenario-based exercises a critical part of the Netting Interactive Tutorial. True-to-life, multinational scenarios provide the foundation for training exercises in which all CitiNetting users are able to relate.

Special Features

3 Sealund applied its expertise in creating online help for the CitiDirect course. The Help button is available from every screen within the Netting Interactive Tutorial. This online help enhances the intuitive navigation of the training course and ensures ease-of-use.

