

Tata Interactive Systems' ePerformance Support Systems specialist reveals all in Australia

John Kusi-Mensah, worldwide vice president for ePerformance Support Systems (ePSS) with the global e-learning producer, Tata Interactive Systems (TIS), is contributing his extensive knowledge, experience and expertise of these systems to delegates at the Australian Institute of Training and Development (AITD)'s national conference, being held in Melbourne, Australia, on 19th and 20th April.

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Kusi-Mensah, who is speaking on 'taking workplace performance improvement to another level', will be outlining TIS's award winning ePSS solution which combines on-demand learning and performance support for a major player in the financial services sector.

According to Kusi-Mensah: 'This solution is driving Service Centre Excellence through enabling faster and more effective transaction resolution, significantly accelerating time to competence for new employees and enabling the effective handling of multiple and complex customer interactions.'

In particular, Kusi-Mensah will be outlining: How ePSS delivers increased revenue, reduction in operating costs and operational efficiency. How ePSS and on-demand learning are converging. How ePSS and artificial intelligence are converging. The future of workplace performance improvement and learning

Other speakers at the AITD conference include Dr Laurie Bassi, an international authority on gaining competitive advantage through investments in learning; Ed Cohen, vice president of the Satyam School of Leadership, who specialises in aligning employee development programmes with strategic corporate goals; business strategist, Alastair Rylatt, and Les Pickett, an international expert in HR development and human capital management.

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Tata Interactive Systems (TIS), a global leader in e-learning, is a part of the \$22bn Tata Group. Truly international, TIS has a presence across the US, Canada, UK, Australia, New Zealand, the Middle East, Japan, India, and mainland Europe. TIS offers corporations, universities, schools, publishers, and government institutions a diversified and innovative bouquet of learning and training solutions including Simulation-based Learning Objects (SimBLs™), Story-based Learning Objects (StoBLs™), courseware and curriculum design, special-needs education, assessments, electronic performance support systems (EPSS), mobile learning, along with other corporate training and consultancy services. Our multi-disciplinary expertise and 16 years' experience across domains helps us design e-learning programmes that are unique to clients' requirements and specifically crafted to boost knowledge retention and application.

Apart from holding ISO 9001 certification, TIS is the only e-learning organisation in the world to be assessed at Level 5 in both the SEI-CMM and P-CMM frameworks. TIS's quest for excellence is reflected in numerous prestigious industry awards, including a Silver Brandon Hall Excellence in Learning Award 2005 and 2004, APEX Award of Excellence in 2005 and 2006, BETT Awards in 2004 and 2006, and two Business World-NID Design Excellence awards.

For more information log on to www.tatainteractive.com

About John Kusi-Mensah

John Kusi-Mensah; MBA, BA (Hons), MCIPD is the worldwide vice-president for ePerformance Support Systems at Tata Interactive Systems. Before that, he was responsible for knowledge management at Zurich Financial Services.

John's work primarily focuses on using ePerformance Support as a vehicle for increasing revenue, reducing operating costs and enhancing operational efficiency. John's 'path breaking' work in ePerformance Support has gained worldwide acclaim and won the 2006 overall Gold Award in the UK for 'Workplace Performance Improvement'.

John's experience includes implementing e-learning and innovative leadership development initiatives within Zurich, as well as consulting for 12 Global Retail Banks and three of the world's largest Insurance companies. He has worked for HSBC Investment Bank and Abbey National. John has presented at conferences in Sydney, New York, Palo Alto, Amsterdam, Boston, Vienna, Milan, Cannes and London. John holds an MBA from City University Business School in London, and an undergraduate degree in Business Studies.

The AITD conference is being held at the Sebel, Albert Park, 65 Queens Road, Melbourne, Victoria 3004, Australia, on 19th and 20th April. Further details from <http://www.aitd.com.au>

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