



Looking to get ahead by expanding your capabilities and knowledge in payments?

The challenges

Optima have delivered numerous workshops and courses including the **development of toolkits and simulations** to help our clients get ahead. Some of the main reasons why organisations chose an external provider are:



It can be difficult to keep abreast of **new regulation** and assess the implications this has on future business performance and sustainability;



It can also be problematic to keep up in an industry where **technological developments** and product innovation are so **fast moving**;



Businesses require an **external perspective to provide insight**, analysis and benchmarks;



It can be more **cost-effective** than developing and maintaining a training solution in house; and



It helps staff to apply their learnings in a **risk-free but fun** environment.

With **accountancy-trained professionals**, and extensive experience in the payments industry delivering training Optima is well-placed to help staff and businesses grow.

"It was really useful to understand how competitors react in a simulation environment."

"Great way to take some risks!"

"Very well balanced. Probably the best course I have ever attended."

"The course leaders were very cool and energised the team."

Recent **delegate feedback** from Optima training courses.

How can Optima help?

Our extensive experience in delivering training and simulations allows us to:



Offer training solutions and simulations **designed bespoke** to meet your individual training needs;



Ensure you **benefit from our expertise and knowledge** of the industry, built from delivering high-quality training solutions and our consulting business; and



Offer **flexible delivery methods** to suit your specific requirements.

About Optima

Optima was founded in 2007 and since then has continued to grow as a professional consultancy practice renowned for excellence in client delivery and service, with a deep and thorough understanding of the payments ecosystem.



Training services



Training courses

We offer a flexible best-in-class approach to developing and delivering training solutions based entirely on clients requirements and objectives. Expert insight and analytical capability is deployed in the development of the course content making it data rich and relevant.

Sample courses include:



Online and business school simulations:

- Issuing & acquiring
- Current accounts
- Lending



Best practice workshops:

- Credit & debit profitability
- Contactless & mobile
- Credit risk



Optima have an expansive knowledge of industry developments and regulatory change and this is a central theme in all our delivery.



Coaching & support

Our approach is business/industry specific education, delivered in an engaging format, getting delegates to interact with course content. With hands-on experience Optima take a practical approach, supporting on key aspects of the payments ecosystem e.g. credit and debit profitability.

At Optima we:



Encourage **interaction, debate and teamwork**;



Enable participants to put the knowledge gained from the sessions to **practical use**;



Develop new ways of thinking by taking them **out of their everyday roles**; and



Deliver training by **industry experts**.



We can accommodate a wide range of solutions from one-day workshops to longer programmes of training designed to incorporate more complex areas.



Simulations

We have extensive expertise in developing bespoke business models which are at the heart of our training simulations. Simulations act as a great engagement tool and our experience in delivering for a leading business education provider puts us in the best place to support your training needs.

At Optima we:



Develop business acumen through **dynamic and realistic scenarios**;



Improve **strategic decision making** abilities;



Develop, run and manage a business simulation in a **range of delivery options** and timescales; and



Provide **competitive elements** by pitching teams against each other.



Optima's simulations are designed to represent the seismic shifts affecting the payments industry today, reflecting real-world dynamics.