

Building

# Future-Ready Banking Talent

An  AXIS BANK

Case Study

Economic growth, global integration, and tech innovations are transforming how banks manage risk, compliance and customer service.

Wholesale Banking Operations is no longer just a support function — *it is the backbone of the bank, enabling seamless business transactions.*

**For Axis Bank,  
this meant one thing:**

They needed professionals who were not only grounded in banking fundamentals but also equipped to handle the complexity, speed, and precision demanded by the new economy.

That's why Axis Bank partnered with **UNext Manipal Academy of BFSI** to bridge this gap and build a future-ready Wholesale Banking Operations talent pipeline.



# The Challenge

## Bridging the Skill Gap



**Traditional education has created a significant skill gap**, producing graduates who were well-versed in theory but lacked practical, industry-relevant skills. Axis Bank needed training that was deeply customised to its specific products, internal processes, and organisational ethos.

**The challenge for UNext Manipal Academy of BFSI was clear:** how to provide Axis Bank with a workforce of Wholesale Banking Operations (WBO) professionals who were trained with industry-relevant skills, and job-ready from **Day 1**.



# Our Solution

## A 45-Day Curated WBO Program

A powerful collaboration between Axis Bank and UNext Manipal Academy of BFSI laid the foundation for a program unlike any other. Together, we mapped the realities of Wholesale Banking Operations, studying processes, identifying challenges, and anticipating the skills the future would demand. What emerged was not an off-the-shelf course, but a carefully **crafted 45-day program** designed to transform fresh graduates into confident professionals.

The curriculum seamlessly integrated banking fundamentals with real-world practice through projects, case studies, and simulations that mirrored the bank's day-to-day operations. Every participant was handpicked after a rigorous selection process and guided by expert faculty across areas like **client onboarding, credit operations, trade finance, compliance, and digital banking tools**. By the end of the program, learners weren't just trained, they were ready to step into live roles, bringing both knowledge and confidence to the bank's most critical operations.



# Impact and Results

## 120 graduates

transformed into job-ready  
WBO professionals in just 45  
days

Program scaled rapidly to 3  
more cohorts, shaping

## 230+ additional specialists

Today, Axis Bank boasts

a powerhouse of

## 350+ certified

WBO experts driving  
critical operations

Program upgraded to a

## 3-month format

for even deeper impact and  
stronger pipelines

This success drew the attention of a leading

## national bank,

eager to train its own workforce

This customised program has emerged as a new benchmark in Wholesale Banking Operations training, **driving scale, impact, and a steady pipeline** of skilled professionals.



**Manipal Academy of BFSI, established in 2008,** is a UNext Learning entity under the Manipal Education and Medical Group (MEMG). As a premier institution, we equip freshers and professionals with industry-relevant training across operations, sales, and next-gen roles in the BFSI sector.

*Partner with us to shape the  
future of banking talent.*

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