

The evolution of Know-How

A library, a platform built around the learner, and an AI layer that answers only from the library.

THE LIBRARY

697 tutorials, 12 channels

THE PLATFORM

KHX, or your own LMS

THE AI LAYER

Know-How Intelligence

[START HERE](#)

Three parts, three different jobs

Know-How began as a tutorial library. KHX is the platform that library sits in. Know-How Intelligence is the AI layer that answers questions using that library and nothing else. Buyers often hear the three names as one product, which makes it hard to say what they are paying for or which part solves the problem in front of them.

Each part can be bought and deployed on its own. The pages that follow take them one at a time, in the order they were built, then show what changes when all three run together.

01 Know-How, the library

697 tutorials and 65+ hours of video across twelve banking and finance channels, rewritten and extended every quarter by practitioners. This is the subject-matter knowledge.

02 KHX, the platform

The learner-facing hub: curated plans by career goal, playlists, progress tracking, and completion evidence. Clients who prefer their own LMS can take the content there instead.

03 Know-How Intelligence, the AI layer

A conversational agent built for corporate financial education that draws its answers from approved sources and cites them, reaching learners in Teams, Slack, and the systems they already use.

PART ONE, THE LIBRARY

The tutorial library, channel by channel

Know-How serves over 1.5 million financial services professionals globally. The current release holds 697 tutorials and more than 65 hours of video, 593 learning hours in total, organized into twelve channels that follow how the industry is actually divided: fundamentals, capital markets, investment banking, corporate banking, risk, investment management, private wealth, retail banking, securities services, sustainability, AI and FinTech, and regulation.

697

tutorials

12

channels

65+

hours of video

4

releases a year

Depth varies by channel, on purpose

Capital Markets carries 198 tutorials and 167 learning hours, down to instrument-level material on swaps, exotic options, and securitization. Banking Risk Management follows at 79 tutorials; Securities Services carries nine. The library is weighted toward the subjects where financial institutions need the most depth, rather than spread evenly for symmetry.

Tutorials include practice, not just reading. Capital Markets alone holds 534 videos and more than 1,420 quiz questions, and Excel Interactive tutorials put the learner in a spreadsheet rather than a slide.

WHERE THE VOLUME SITS

The twelve channels, with tutorial counts

CHANNEL	TUTORIALS	LEARNING HOURS	EXAMPLE COVERAGE
Fundamentals of Banking & Finance	78	55	Life of a trade, interest rate mathematics, Excel
Capital Markets	198	167	Swaps, option greeks, securitization, commodities
Investment Banking	41	33	Valuation through deal execution
Corporate Banking	37	37	Credit, financing, cash management
Banking Risk Management	79	76	Credit, market, and operational risk
Investment Management	47	41	Mandates, portfolios, performance
Private Wealth Management	21	17	Private client products and context
Retail / Consumer Banking	41	35	Everyday products, conduct, retail credit risk
Securities Services	9	9	Custody, servicing, settlement
Sustainability & ESG	46	32	Evidence behind sustainability claims
AI & FinTech	45	34	AI ethics, AI applications, digital assets
Regulation & Compliance	55	57	Basel, US, European, UK, Irish, Singapore rules

WHAT QUARTERLY UPDATING MEANS

What the v80 release changed

Quarterly refresh is easy to claim and hard to verify, so here is the last one in full. Release v80 added 8 new tutorials and rebuilt 21, each tied to a named audience.

**8 new
Retail Banking Risk**

Mortgage, auto, and installment lending risk, credit scoring, retail credit portfolio management, delinquencies, collections, and debt counseling. Written for credit and underwriting officers, portfolio analysts, collections managers, and branch managers with lending authority.

**5 rebuilt
Credit Risk
Management**

Framework, business strategy and risk, data and reporting, and risk appetite, for wholesale and corporate banking. Aimed at relationship managers, credit analysts, trade finance staff, and the middle-office functions that rely on credit processes.

**9 rebuilt
Economic Analysis**

GDP, business cycles, inflation, labor market, trade indicators, and fiscal policy, for staff who need to read economic data and policy against market behavior.

**7 rebuilt
Products and UK
rules**

Structured products valuation, risks, and sensitivities, plus the UK Conduct Regime, SM&CR, Anti-Bribery & Corruption, and CASS.

Compliance tutorials carry the year in the title. The AML, sanctions, fraud, and data protection tutorials are labelled 2026 in the catalog, so a reviewer can see which version a learner was assigned.

PART TWO, THE PLATFORM

KHX, where the learner meets the library

A library of 697 tutorials is a problem as well as an asset: someone has to decide what a given person should watch this month. KHx is the platform that makes that decision navigable. It presents learning by interest, role, and career goal, and it keeps the record of what was completed.

PERSONALIZED

Learning aligned to interests, role, and career goals

CAREER-FOCUSED

Curated plans built for financial services roles

SELF-PACED

Content, playlists, and progress tracking

What a learner can do in KHx

FIND AND FOLLOW

Access curated learning plans and content, explore the eight key areas of finance surfaced in the hub, and stay current with markets, regulation, and industry trends.

RECORD AND PROVE

Track achievements and evidence completion, which is what an L&D team needs when a manager or a regulator asks what a person has actually done.

THE DEPLOYMENT CHOICE

KHX is an option, not a requirement

Content can be hosted on KHX or delivered into a third-party LMS. A team with an established assignment and reporting process in Workday or SuccessFactors can keep it and add the finance content. A team without that machinery, or one that wants the learner experience described on the previous page, takes KHX.

LICENSING**Buy all of it, or the tutorials you need**

Licensing covers the full library or a selected set of tutorials, so a single team's program does not have to be priced as an enterprise rollout.

LOCALIZATION**Localized tutorials on request**

Ask for the languages your population needs as part of scoping; localization is handled per request rather than assumed for the whole catalog.

SUPPORT**A named client success team**

Deployments include access to full support and a dedicated client success team. Learners in KHX reach help directly at help@intuitionkhx.com.

Decide hosting before content selection. The route you pick changes which records exist, who assigns learning, and how each quarterly release reaches learners already partway through a plan.

PART THREE, THE AI LAYER

Know-How Intelligence answers from the library

Know-How Intelligence is a conversational agent purpose-built for corporate financial education. It runs on a secure retrieval architecture over approved content sources, so an answer about a swap or an AML obligation comes from the tutorial that covers it, with the source shown.

That constraint is the point. A general assistant can produce a fluent answer about your firm's escalation route and be wrong. This one has a defined body of material to draw on, and a learner who wants to check an answer can open the tutorial behind it.

ANSWERS

Drawn only from approved content sources

REACH

Teams, Slack, LMS, and HRIS integration

ADMINISTRATION

Tools to manage agent settings

MEASUREMENT

Reporting and analytics on use and impact

Intuition's position on AI in learning is that it supports the learner rather than replaces the teaching. The agent shortens the search for an explanation; it does not decide what your firm's policy is.

BEYOND THE LEARNER-FACING AGENT

Six agents, six different jobs

The learner-facing assistant is one agent in the Learning Intelligence Suite, a blueprint set designed for enterprise environments in finance and life sciences. Each agent addresses a task an L&D team is doing by hand today.

Personal Assistant

Learning support based on approved content

Assessment

Adaptive assessment for continuous learning

Skills Mapping

Upskilling priorities and skill gap identification

Administration

Automation for L&D operations

Reporting and Analytics

Insight on participation and progress

Content Creation

Personalized content production

CONTROL

Operates on approved content sources, with transparent data lineage and full audit logs.

READ THIS AS A BLUEPRINT

The suite is a designed set, not a shipped shelf product. Confirm which agents are available for your deployment during scoping.

HOW THE PARTS CONNECT

One library, read three ways

The library is the basis for all of it. KHX gives it a learner-centric home. The agents extend its reach into the places people work. Run together, a question asked in Teams and a plan assigned in KHX point at the same 697 tutorials, so the answer a learner gets and the learning they are assigned agree with each other.

THE LIBRARY

Supplies the subject knowledge and the source that every answer and citation resolves to.

THE PLATFORM

Supplies the path, the progress record, and the completion evidence for an individual learner.

THE AI LAYER

Supplies the answer at the moment of the question, and the record of what was asked.

Assess, path, practice

Intuition's APP framework describes the loop the three parts make possible: assess what someone knows, set the path from what the assessment found, then practice against real-world complexity. Knowledge retention and recall improve when those three stay connected instead of running as separate purchases.

ASSESS

Adaptive assessment finds the gap

PATH

KHX assigns the learning that closes it

PRACTICE

Scenarios, quizzes, and Excel work

QUESTIONS FOR THE IMPLEMENTATION REVIEW

What to settle before the AI layer goes live

Source grounding and citation are design choices, not proof that every answer is right. Put these five questions to the implementation review, using your own intended use case rather than a demonstration script.

- 01 Can the learner open the material supporting an answer, and see its version?
- 02 When a quarterly release replaces a tutorial, what happens to answers that cited the old one?
- 03 What does the agent do when the approved material does not answer the question?
- 04 Which prompts, responses, and review actions are logged, who can retrieve them, and for how long?
- 05 How do permissions work when your own policies sit alongside the library and teams hold different access?

Ask for these answers against your configuration. Enterprise governance, audit logging, and LMS, LXP, and HRIS integration are described at product level; the review needs the version that applies to the deployment you are buying.

CREDIT, CERTIFICATES, AND COMPLETION

Accreditation and continuing education records

Know-How tutorials are accredited by leading international continuing education bodies, and KHX tracks achievements and evidences completion. Those two facts serve different audiences: the first matters to a professional maintaining a designation, the second to whoever has to produce the training record.

FOR THE LEARNER

Completion records and certificates that count toward a designation, where the body recognizes the specific course being taken.

FOR THE REVIEWER

Evidence of who completed which version of which tutorial, which is what an internal audit or examination request asks for.

Check eligibility per course, not per catalog

Name the professional body, the jurisdiction, the audience, and the exact courses under consideration, then ask for current written confirmation of eligibility, the applicable credit or hours, and the certificates your people will receive.

WHERE FIRMS GET CAUGHT

Accreditation attaches to named courses. It does not extend automatically to every tutorial in the library, to custom material built for your firm, or to time a learner spends in conversation with the AI agent.

WHO THE MATERIAL IS WRITTEN FOR

Four use cases, taken from the release notes

Each v80 series names the roles it was built for. That naming is the most useful starting point for a deployment, because it lets you match a population to material rather than assign a channel to a department.

POPULATION	MATERIAL	WHAT THEY SHOULD BE ABLE TO DO
Retail credit and collections staff	Mortgage, auto, and installment lending risk, credit scoring, delinquencies, collections, debt counseling	Own a day-to-day retail risk decision and explain the basis for it
Corporate relationship managers and credit analysts	Credit risk management framework, business strategy and risk, data and reporting, risk appetite	Work inside the credit risk framework and read a credit report critically
Treasury, research, sales, and trading	Economic analysis: GDP, business cycles, inflation, labor market, trade indicators, fiscal policy	Read economic data and policy against market behavior
Staff in FCA-regulated firms	UK Conduct Regime, SM&CR, Anti-Bribery & Corruption, CASS	Recognize the obligation that applies and when to escalate

What to measure, and who owns it

Participation and completion come from KHX or your LMS. Assessed capability comes from the adaptive assessment and a reviewed practice task. Applied behavior is observed by the team manager. Operational results stay with the business owner who already reports them, read against a baseline agreed before launch.

HOW A ROLLOUT RUNS

Four phases, eight to twelve weeks

01 Discovery and analysis

Map the roles, review existing content, and agree what the program should help people do. Learning, business, and technology colleagues set the baseline, the integrations, and the measures of success.

02 Build and deploy

Configure the experience, role mappings, and content access, then test with representative learners and reviewers. Security and governance reviews stay inside the plan rather than after it.

03 Track and measure

From launch, examine participation, knowledge gaps, and progress against the starting evidence. Managers add what they see in the work; business measures stay with their existing owners.

04 Optimize and evolve

At agreed reviews, adjust paths and recommendations, maintain sources against the latest quarterly release, and decide whether other roles should be added.

Eight to twelve weeks is the scoping assumption, not a promise. Content preparation, integrations, and your own review requirements move the date; discovery sets the real plan.

ARRANGE A SESSION

FREE FROM IKN

Bring one role, five real questions, and the source you would want cited.

A walkthrough is more useful than a product tour: we show the library entry, the KHX plan, and the cited answer for a population you recognize. Contact Intuition at info@intuition.com.

LIBRARY

697 tutorials, v80

PLATFORM

KHX or your LMS

AI LAYER

Answers with sources



info@intuition.com
intuitionknowledgenetwork.com