



How Co-Op Solutions transformed their compliance-driven training environment into a learning culture with Docebo

CASE STUDY



"Docebo has made my life a lot easier. It's a one-stop shop for everything we need."

Quintessence Tucker,
Senior Training Specialist, Co-op Solutions

RESULTS

2,111

courses currently available thanks to Docebo Content

70-80

hours of reporting saved each month

58-70%

increase in learning hours in Q1 2022, and

60-81%

increase in course completions.

SOLUTION

AI-powered learning

- Over 75,000 courses available
- Easily upload and create your own content
- Simple and easy backend experience

Customer

Co-op Solutions

Co-op Solutions is a fintech company that helps credit unions leverage the latest technology to serve their members and propel growth.

Quintessence Tucker is the senior training specialist for Co-op Solutions. She is an certified instructional technologist with years of experience designing, building, and implementing training programs. Quintessence is deeply invested in creating a thriving learning culture at her company. She's happiest when she can help people grow in their jobs and learn new skills.

Challenge

Finding the right LMS to build a learning culture

Because the fintech industry is highly regulated, employees are typically expected to take hours of mandatory courses annually to remain compliant. For that reason, employees are not usually excited to log onto an LMS for training. Training is seen as a *have to do*, not a *get to do*. Quintessence wanted to create a learning culture in which employees were enthusiastic to learn and the LMS had more to offer beyond their compliance needs. She needed to find a new LMS.

Co-op Solutions' previous LMS suffered from limited functionality and automation. It could take Quintessence days to create and upload a single course and users weren't having the experience she envisioned. Reporting and analytics required hours of manual work to filter data and compile results from several different spreadsheets, and Quintessence had to do it all herself.

Most importantly, their previous LMS had a limited course catalog, with very few courses on the topic of compliance—a crucial subject for fintech employees. Their LMS provider also offered compliance courses on a separate system, which meant that Quintessence had to use two different platforms—one for compliance courses, and one for everything else—which took up even more of her time.



“My ultimate goal is to create a learning culture at our company. And to do that, we needed an LMS that had better automation and a more complete course catalog than the one we were using before.”

Solution

Docebo Learning Suite: a one-stop shop for learning

With Docebo, Quintessence found an LMS that combined everything she needed in a single platform and enabled her to begin fostering a learning culture.

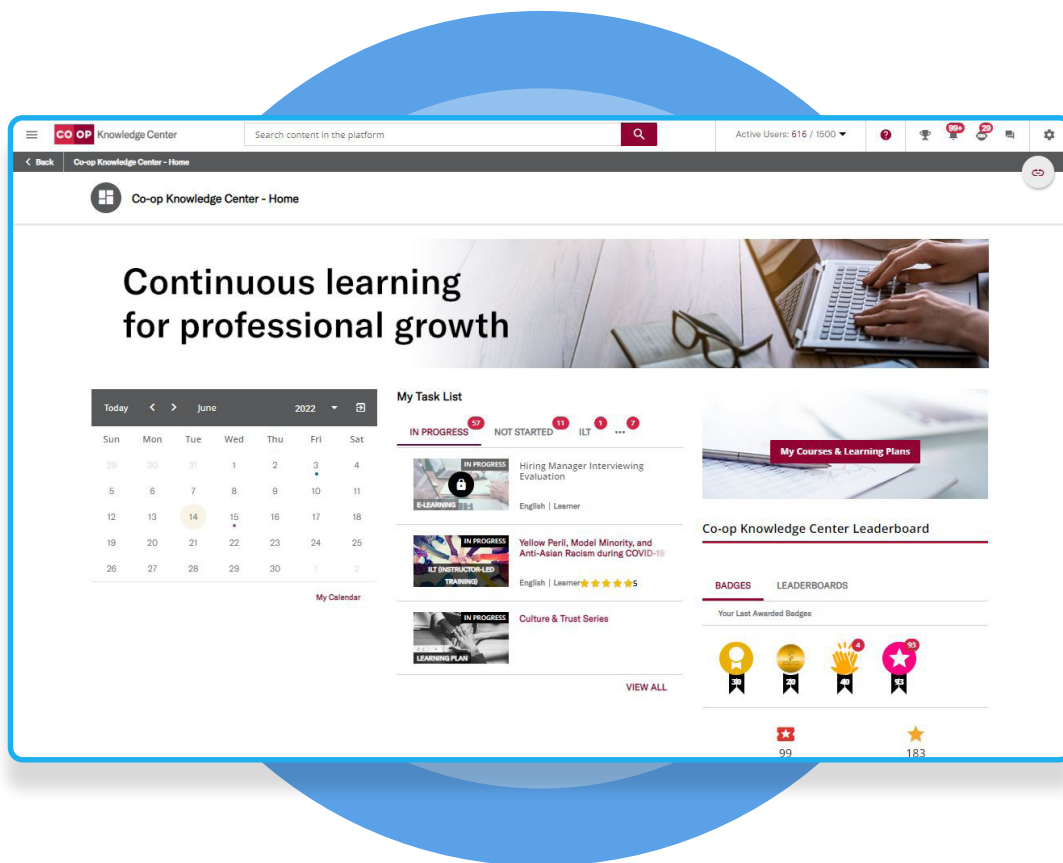
Quintessence knew that to create the learning culture she wanted, one-size-fits-all learning wouldn't work—it needed to be tailored to individuals. [Docebo Learn](#) was the foundation she chose to get there. It was easy to configure the platform so that it fit Co-op Solutions' brand, which made learners feel right at home. And because the platform leverages AI, it was a breeze to create automated learning plans and encourage self-paced learning.

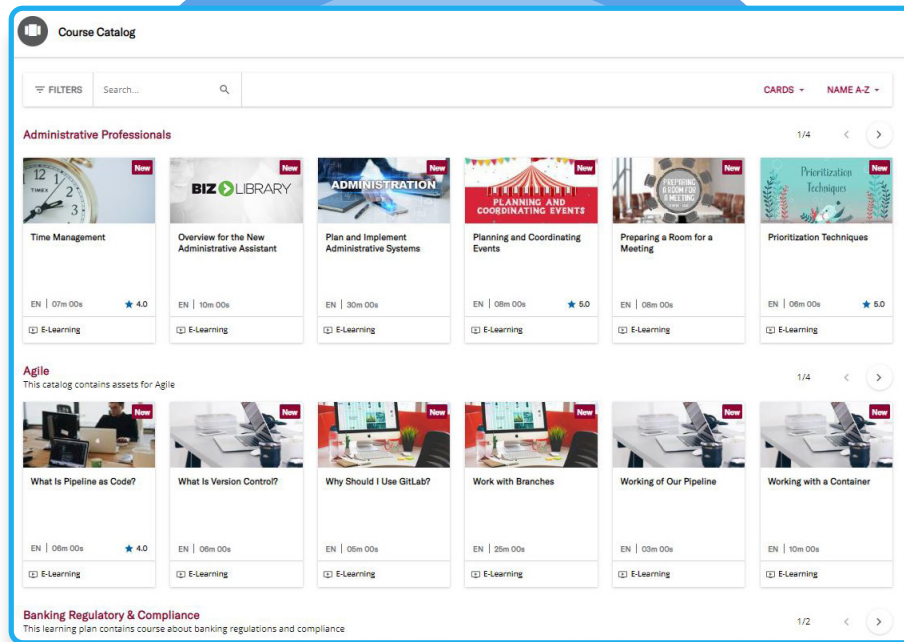
With [Docebo Content](#), Quintessence can choose from over 75,000 courses, including hundreds of courses on compliance. Now she can upload content in minutes instead of hours, and her curated course catalogs make it easier for users to find the content they need. From compliance to professional development, Quintessence has opened the gates of learning for her users. Employees are now coming back to the platform to upskill for their next role and to take extracurricular training on topics like Diversity and Inclusion. And because Docebo integrates seamlessly with the rest of her tech stack, she doesn't have to waste time manually updating information across platforms. Moving to Docebo also allowed Co-op Solutions to consolidate and use the platform for client training as well.

Quintessence can also now run reports automatically in seconds. Docebo's admin dashboard gives her an instant overview of learning analytics, including course completions and how many times users come back to the platform. Managers can use their admin access to check progress for their own teams, saving Quintessence even more time.



"I was doing a lot of manual work in our previous LMS. Having easier navigation, better reporting, and just being able to customize Docebo to do lots of different things has made my life so much easier."





Result

Over 2,100 courses in their LMS—and a company culture that values learning

In the past, Quintessence spent 70 to 80 hours each month running and updating reporting in their previous LMS for the entire company. Now, she doesn't need to spend any time on it at all: each manager can easily run reports for their own teams.

With the time and effort Docebo saves her, Quintessence can focus on what really matters for her: building a real learning culture at Co-op Solutions.

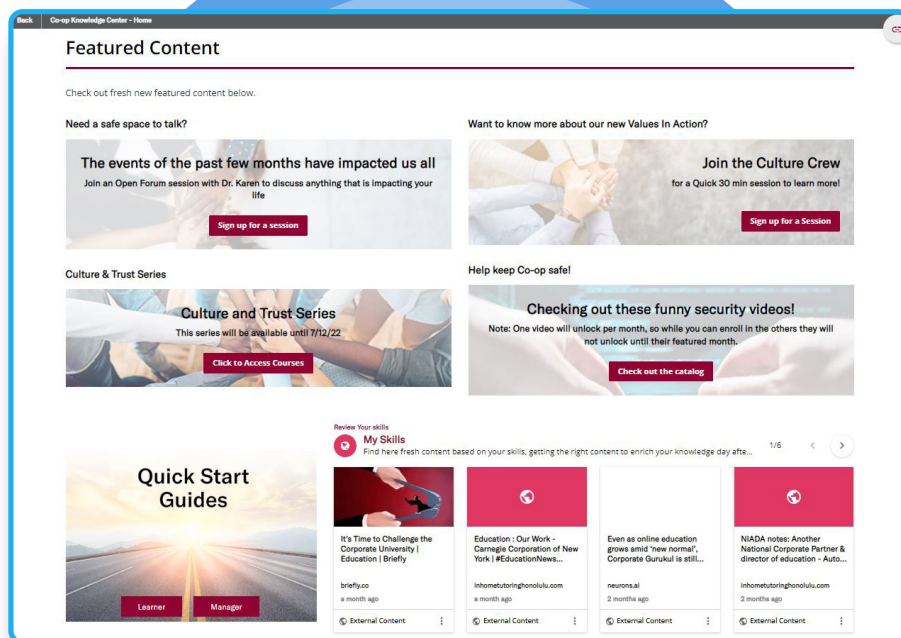
The changes are visible at all levels: Learning hours and course completions have gone up steadily each month since they switched to Docebo Learning Suite. In Q1 of 2022, they saw their learning hours increase between 58% and 70%, and course completions went up 60% to 81%.

Managers across the company are making learning a goal and factoring it into their employee performance reviews. With learning tied back to employee performance, managers and employees will be able to track progress and set goals through the Docebo platform.

With the help of Docebo Content, Quintessence has unlocked over 2,100 courses covering several subjects for her users. And those users no longer view the LMS as just a compliance platform: They are empowered to dig into all of the content and courses offered to them. Quintessence is excited to dive deeper into all of the features and flexibility that Docebo offers, especially social learning with Docebo Discover, Coach and Share.



“Docebo has helped me get much closer to fulfilling my dream where everyone wants to log in and learn things and complete courses, and it makes me feel great. The fact that people keep going back says that we’re doing something right, and I just get to keep making the learner experience better and better.”



docebo®

**Get the tools you need to
create a learning culture at
your company.**

Create your one-stop-shop for learning today