

Solution Provider Profile

Litmos

April 2024



Company At-a-Glance	
Name of Product/Offered	Litmos Learning Management System (LMS), Litmos Training Content, Litmos Services, Litmos Extended Enterprise
Headquarters	Litmos US, L.P. 548 Market St, Unit # 34398 San Francisco, California 94104-5401
Year Founded	2007
Geographic Coverage	North America, EMEA, APJ
Industries	Business & Professional Services Financial Services Healthcare & Life Sciences Hospitality Manufacturing & Construction Public Sector, Education, and Non-Profit Retail & Consumer Software & Technology Transportation & Logistics
Website	www.litmos.com

Litmos Overview and Value Proposition

Work Smarter. Learning made easy with Litmos learning solutions.

Litmos enables companies to leverage learning as the key connection between people and performance. Trusted by over four thousand global brands, Litmos learning solutions include: Litmos' intuitive LMS, robust training content options, integrations to top workflow tools and services to support success.

With Litmos solutions, organizations can deliver critical knowledge to employees, customers and partners, empowering employees to perform at their best, increasing customer engagement and loyalty, and deepening commitment and contribution from the extended enterprise.

It's the engine behind some of the most sophisticated training programs in the world with the capacity to scale to millions of users, innovative feature set and an interface best known for streamlined simplicity and incredible ease of use. A truly global solution, the LMS is used in 150 countries and supports 37 languages.

At Litmos, our mission is to empower individual, team and organizational success through innovative learning solutions. As a trusted partner — not merely a vendor of products and solutions — we help organizations ensure their talent is prepared for the work of the future, and their customers are product promoters.

All-In-One Platform for Corporate Learning

Litmos learning solution is the all-in-one platform for learning and training programs across the enterprise: employee, partner, customer and membership. Simple integrations to top workflow tools allow for learning in the flow of work.

Create and Curate Training Content with One Platform

Leverage Litmos flexible options to create and curate engaging training content directly within the Litmos LMS. Leverage skill mapping and learning path templates for simple setup and assignment.

Services to Support Success

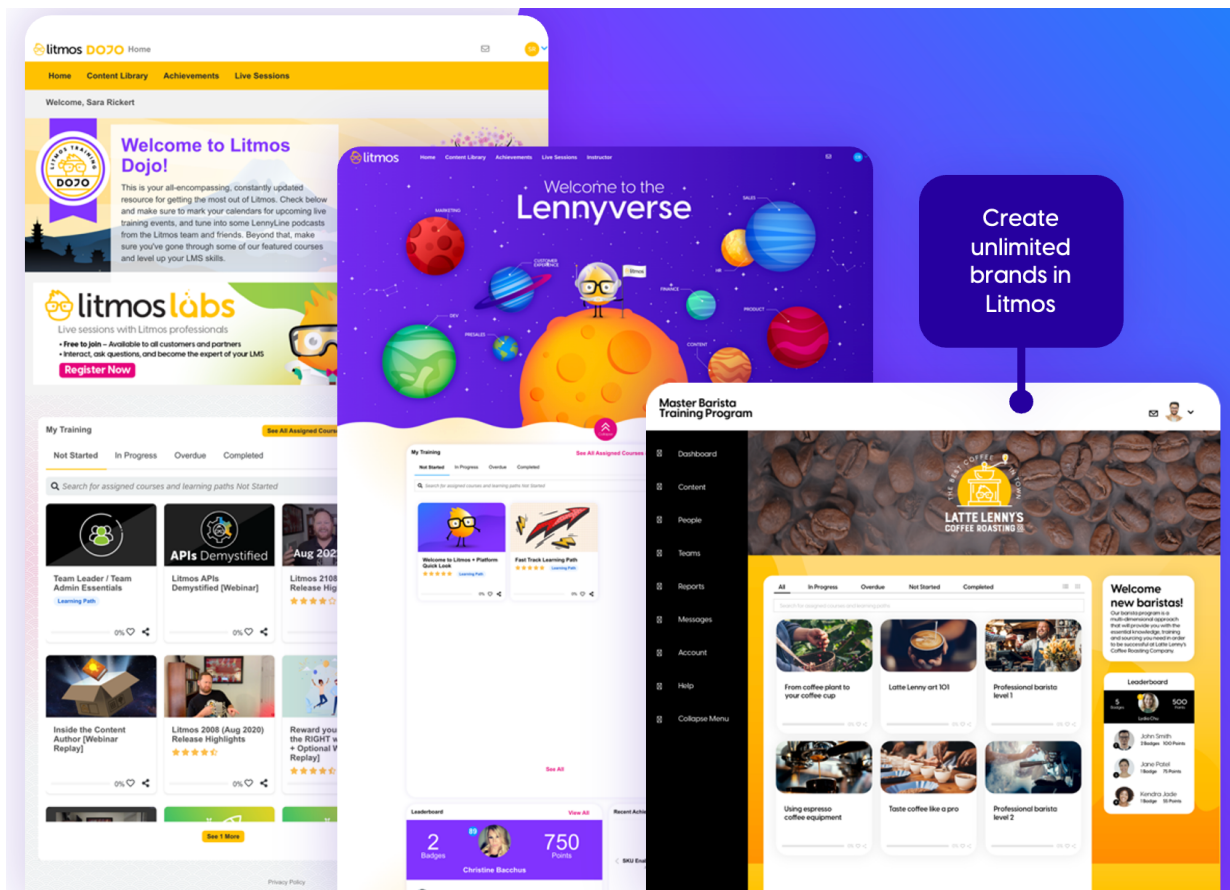
Litmos partners with each customer to provide a seamless go-live experience: onboarding, best practices, live sessions with experts and access to 24/7 our Litmos learning center knowledgebase. Litmos professional services provides admin on-demand services, technical account management services, and training and content services to meet the needs of our customers.

Litmos Features

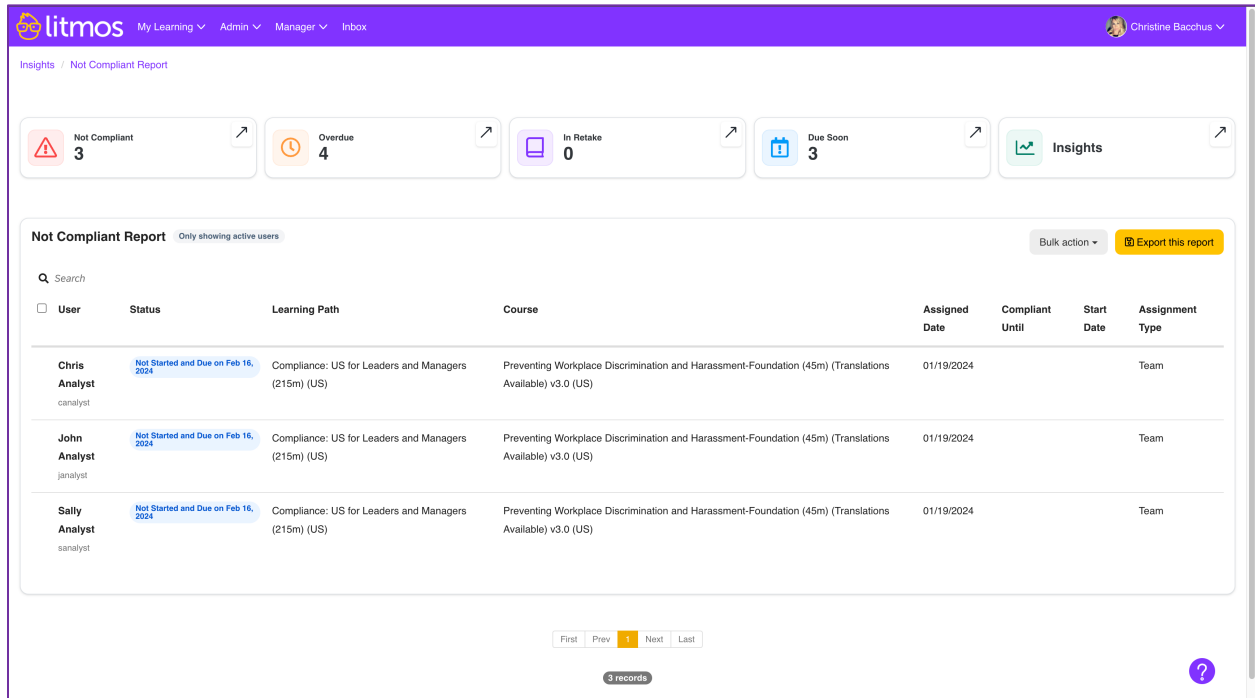
Custom UI, Branding and Dashboards

Easily customize the Litmos platform with your company branding. Admins can customize the interface down to the finest details from fonts and colors to headers and footers, and more. In addition, Litmos provides customizable learner, manager, and admin dashboards. Unlimited options for custom learner and admin dashboards, page layout, and branding, including the ability to design with basic CSS, HTML, and JavaScript.

- Manager reports and dashboards provide real-time data and streamline the management of training for dispersed teams.
- Manager dashboards include one-click reminders to notify staff of upcoming and overdue training.
- Approve training, review escalations, and run additional Ad Hoc reports for compliance, and more.



Examples of learner dashboard branding



litmos My Learning Admin Manager Inbox Christine Bacchus

Insights / Not Compliant Report

Not Compliant 3 Overdue 4 In Retake 0 Due Soon 3 Insights

Not Compliant Report Only showing active users Bulk action Export this report

Search

User	Status	Learning Path	Course	Assigned Date	Compliant Until	Start Date	Assignment Type
Chris Analyst canalyst	Not Started and Due on Feb 16, 2024	Compliance: US for Leaders and Managers (215m) (US)	Preventing Workplace Discrimination and Harassment-Foundation (45m) (Translations Available) v3.0 (US)	01/19/2024			Team
John Analyst janalyst	Not Started and Due on Feb 16, 2024	Compliance: US for Leaders and Managers (215m) (US)	Preventing Workplace Discrimination and Harassment-Foundation (45m) (Translations Available) v3.0 (US)	01/19/2024			Team
Sally Analyst sanalyst	Not Started and Due on Feb 16, 2024	Compliance: US for Leaders and Managers (215m) (US)	Preventing Workplace Discrimination and Harassment-Foundation (45m) (Translations Available) v3.0 (US)	01/19/2024			Team

First Prev 1 Next Last 3 records ?

Manager Reporting View

Fast, Automated Learner Onboarding

Get learners started immediately with automated email invitations, an intuitive UI and single sign-on through integrated systems. Create rules to automatically assign courses, learning paths, and team placement.

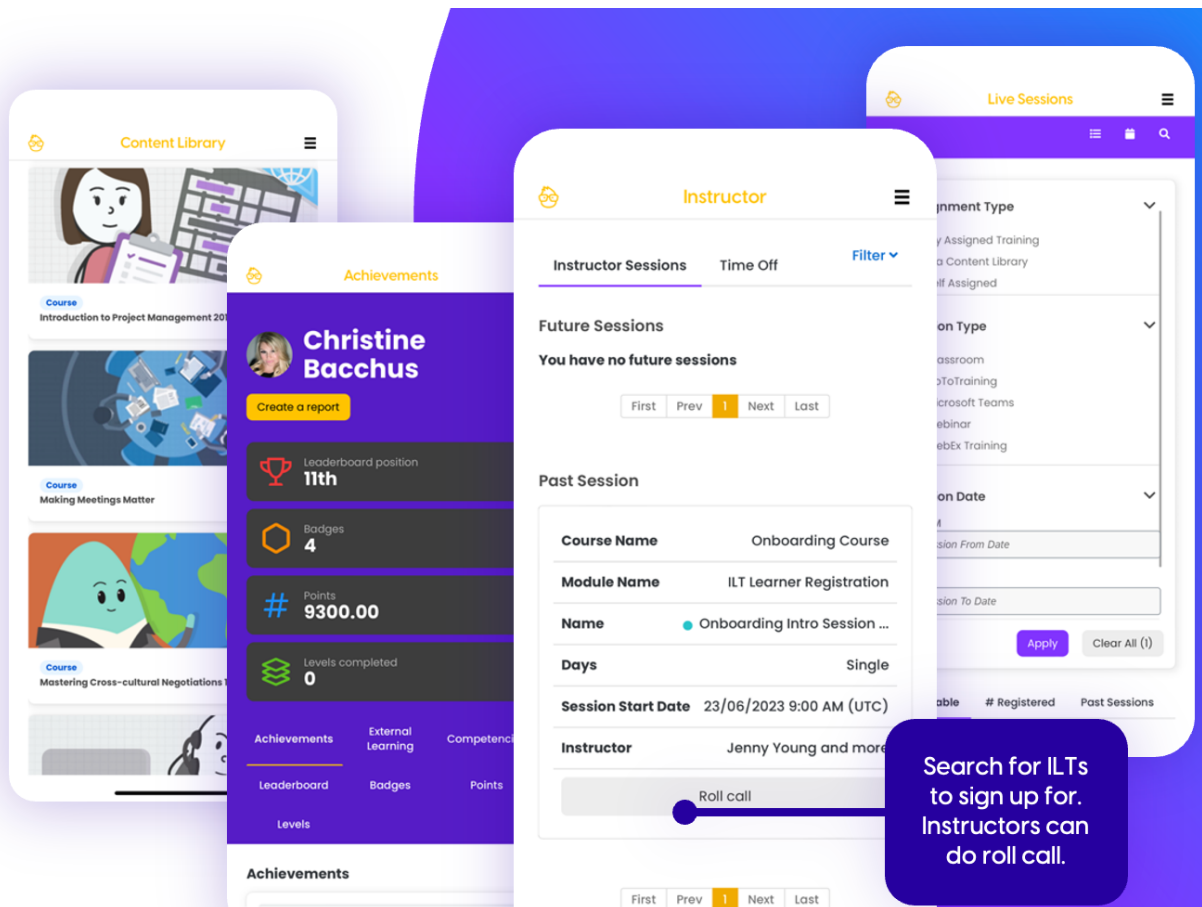
- Creation of assignment rules to automatically assign courses, learning paths and team placement along with branding
- Built-in push notifications (email, SMS) alerting learners of training assignments
- Learning paths enable bite-sized, prescriptive delivery of learning content
- Responsive design enabling learners to access training through multiple devices: mobile, desktop, tablet, wearables, etc.
- Both admins and managers can assign courses in just a few clicks

Universal Access

Make training accessible to anyone, from anywhere, 24/7, on or offline, with 37 pre-configured languages.

- Supports access to learners with disabilities
- Accessible on tablets, mobile phones, laptops, desktop computers, wearables
- In-app help supports usage and adoption

- Fulfills Data Protection Policy and European GDPR requirements
- Ability to separate internal and external users into different teams, with different roles and permissions, and branding
- Easily extendable for white labeling to customers and partners in a single instance and or with Litmos parent-child accounts for customers and partners



Take training on mobile devices

Gamification and Leaderboards

Increase learner engagement and content retention with gamification such as leaderboards, badges, levels, interactive hotspots, achievement social sharing and discussion forums.

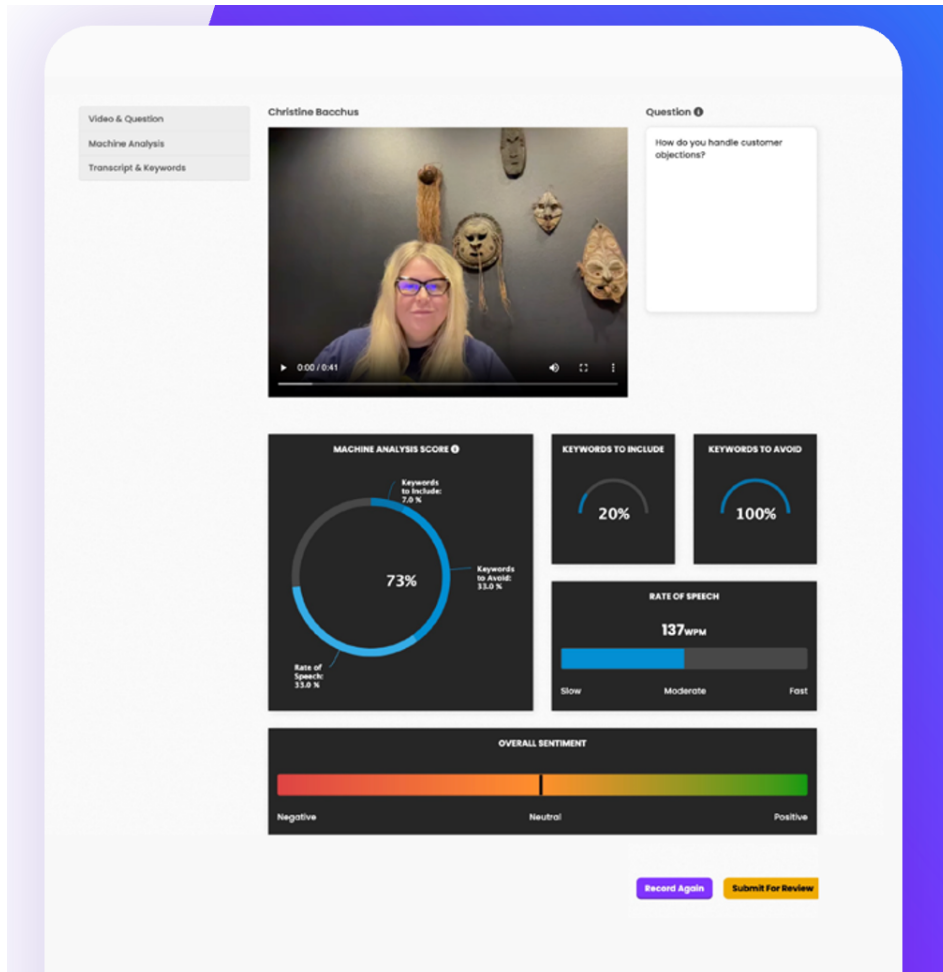
- Gamification with configurable levels for upskilling
- Support for checklists, surveys, and ratings
- 360-degree videos enhance learning experiences
- Learner uploads for course assignments and external certifications

Rapid Automation and Embedded AI

Prompt users with automated alerts to take training. Define assignment rules for easy onboarding and course assignment. Schedule automated reports. Score learners' video assessments with AI-powered analysis. Leverage the power of AI by generating transcripts, measuring sentiment, analyzing keywords and rate of speech for an overall machine analysis score to be used by managers to help evaluate how well an employee answers the question.

Harness the power of AI and ML (Machine Learning) to automatically tag video content. Save time and effort by using the AI Video Tagging Feature to create tags for all your video modules.

- Utilize AI Video Assessments and video tagging.
- Schedule releases of courses in learning paths.
- Configure course equivalencies.
- Automate prerequisites.
- Configure assignment rules for courses and onboarding.
- Create compliance and due date reminders.
- Customize notifications on PC and mobile.
- Benchmark knowledge and reinforce learned concepts by using learner surveys, assessments, and pop quizzes.



The screenshot displays the Litmos AI Video Assessment interface. At the top left, there are navigation tabs: "Video & Question", "Machine Analysis", and "Transcript & Keywords". The main content area features a video player showing a woman with blonde hair and glasses speaking. To the right of the video is a question box with the text: "How do you handle customer objections?". Below the video player are several data visualization charts:

- MACHINE ANALYSIS SCORE:** A donut chart showing a score of 73%. It includes sub-metrics: "Keywords to Include: 7.6%" and "Keywords to Avoid: 1.0%".
- KEYWORDS TO INCLUDE:** A gauge chart showing 20%.
- KEYWORDS TO AVOID:** A gauge chart showing 100%.
- RATE OF SPEECH:** A gauge chart showing 137 WPM, with a scale from Slow to Fast.
- OVERALL SENTIMENT:** A horizontal bar chart showing a sentiment level between Neutral and Positive.

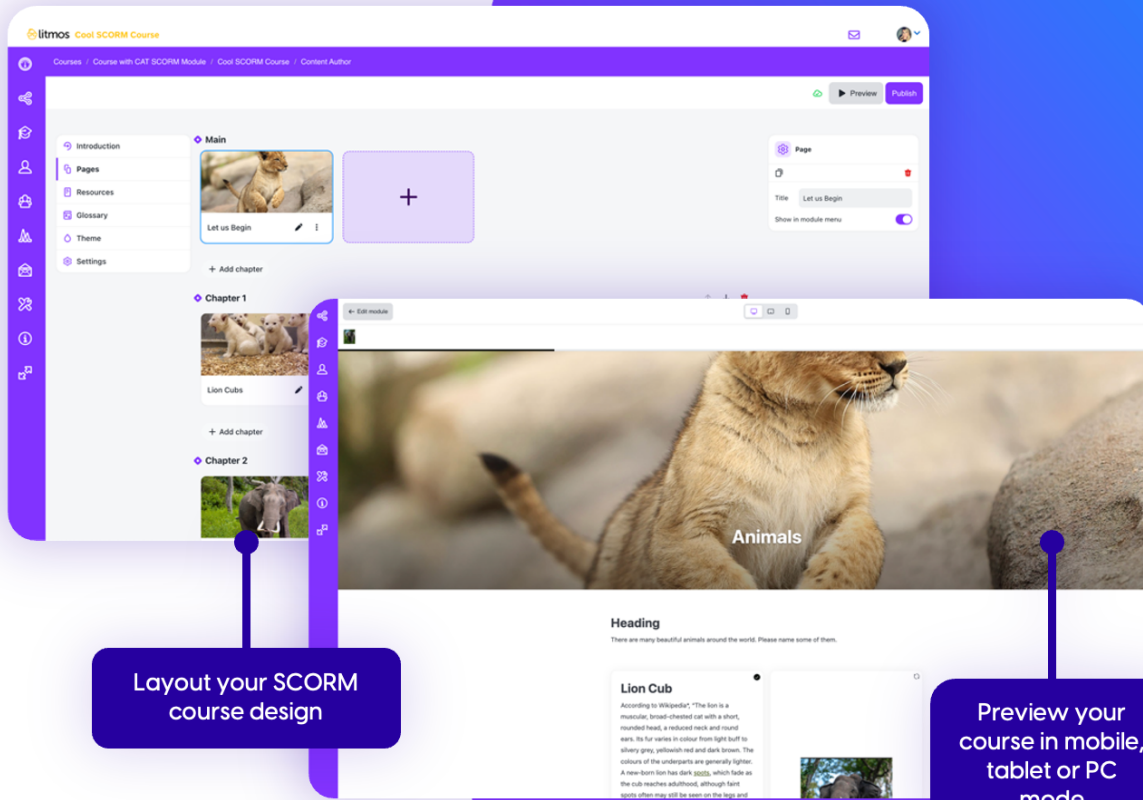
At the bottom right, there are two buttons: "Record Again" and "Submit For Review".

AI Video Assessments

Built-in Content Authoring

Create dynamic, mobile-responsive, visually appealing SCORM content directly within the Litmos learning platform. Designed to support everyone from the novice content creator or trainer to the expert instructional designer, eliminating the cost and inconvenience of external content creation applications.

- Use built-in interactive components to choose templates, storytellers, media, organizers, and assessments.
- Add pages, chapters, a glossary, and resources and references.
- Create themes or use your Litmos learning platform's theme to standardize the look and feel of courses.
- Select UnSplash images from library.
- Leverage version control.
- Preview content in different modes — PC, tablet and mobile.
- Publish directly to Litmos, or export it for the web or as SCORM 1.2.



Content Authoring Tool

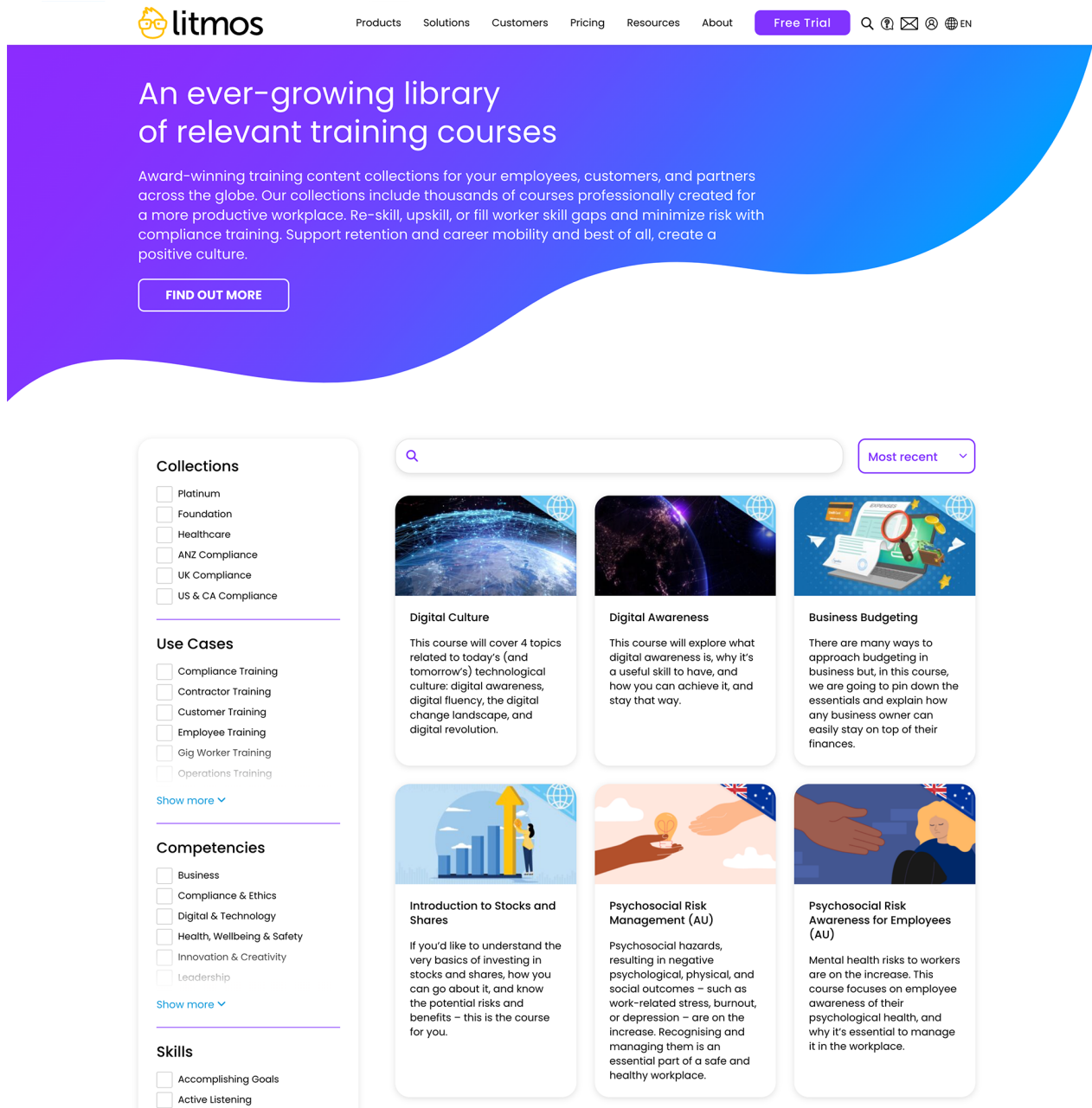
Off-the-Shelf Content Library

Kick-start your training programs with award-winning, SME-created training content from Litmos, Go1, and more, available directly within Litmos LMS.

Curate training courses from:

- Litmos collection of 2,600+ continually updated courses on topics such as regional compliance (U.S., Canada, U.K., Australia, New Zealand), leadership, soft skills, revenue enablement, diversity, and more. Includes supplemental materials (worksheets, handouts, infographics). Leverage our pre-built learning paths or customize them for your organization or team.
- Go1 collection of over 80,000+ training courses from top providers like: Coursera, Harvard Business, Thomson Reuters, Pluralsight, CreativeLive and much more.
- Upload proprietary courses, courseware purchased from other providers, or free sources with a simple click.

- Litmos learning solutions support all types of blended learning — instructor-led (ILT), eLearning, virtual.



The screenshot shows the Litmos website interface. At the top, there is a navigation bar with links for Products, Solutions, Customers, Pricing, Resources, and About, along with a 'Free Trial' button and utility icons. The main header features the Litmos logo and a large blue banner with the text: 'An ever-growing library of relevant training courses'. Below this, a paragraph describes the award-winning training content collections. A 'FIND OUT MORE' button is present. The main content area is a search interface with a search bar, a 'Most recent' dropdown, and a grid of course cards. On the left, there are filter sections for Collections, Use Cases, Competencies, and Skills, each with a list of checkboxes and a 'Show more' link.

litmos Products Solutions Customers Pricing Resources About Free Trial

An ever-growing library of relevant training courses

Award-winning training content collections for your employees, customers, and partners across the globe. Our collections include thousands of courses professionally created for a more productive workplace. Re-skill, upskill, or fill worker skill gaps and minimize risk with compliance training. Support retention and career mobility and best of all, create a positive culture.

[FIND OUT MORE](#)

Search: Most recent ▾

Collections

- Platinum
- Foundation
- Healthcare
- ANZ Compliance
- UK Compliance
- US & CA Compliance

Use Cases

- Compliance Training
- Contractor Training
- Customer Training
- Employee Training
- Gig Worker Training
- Operations Training

[Show more ▾](#)

Competencies

- Business
- Compliance & Ethics
- Digital & Technology
- Health, Wellbeing & Safety
- Innovation & Creativity
- Leadership

[Show more ▾](#)

Skills

- Accomplishing Goals
- Active Listening

Digital Culture

This course will cover 4 topics related to today's (and tomorrow's) technological culture: digital awareness, digital fluency, the digital change landscape, and digital revolution.

Digital Awareness

This course will explore what digital awareness is, why it's a useful skill to have, and how you can achieve it, and stay that way.

Business Budgeting

There are many ways to approach budgeting in business but, in this course, we are going to pin down the essentials and explain how any business owner can easily stay on top of their finances.

Introduction to Stocks and Shares

If you'd like to understand the very basics of investing in stocks and shares, how you can go about it, and know the potential risks and benefits – this is the course for you.

Psychosocial Risk Management (AU)

Psychosocial hazards, resulting in negative psychological, physical, and social outcomes – such as work-related stress, burnout, or depression – are on the increase. Recognising and managing them is an essential part of a safe and healthy workplace.

Psychosocial Risk Awareness for Employees (AU)

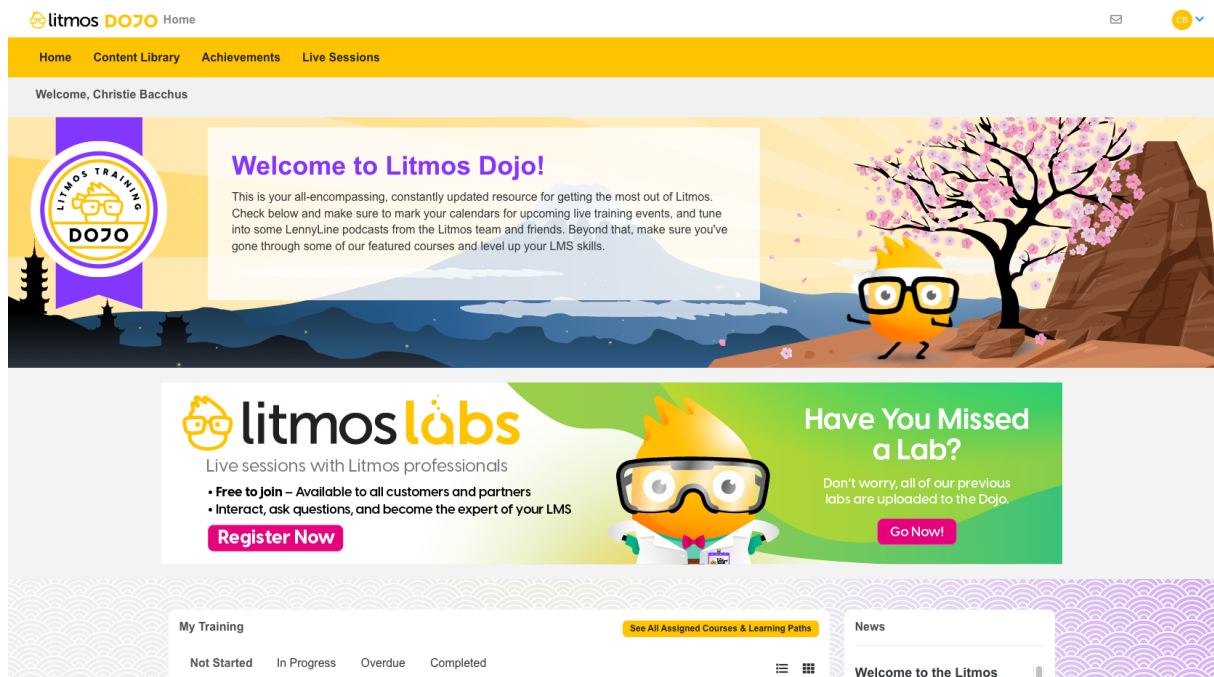
Mental health risks to workers are on the increase. This course focuses on employee awareness of their psychological health, and why it's essential to manage it in the workplace.

Litmos Training Content

Quick Deployment and Simple Integration

Deploy in days, not weeks, and easily integrate with the rest of your ecosystem. Choose from 30+ out-of-the-box connectors and user provisioning templates or build your own using open APIs and webhooks.

- Functions out of the box; Litmos is ready to add users and courses with minimal configuration.
- Easy-to-use navigation, which reduces time to value by decreasing number of clicks.
- Litmos leverages pre-configured user provisioning integration templates to save time and hassle on integrating to your systems.
- Easily import data into your proprietary data warehouse and visualization tools using the Litmos Data subscription.
- Track and manage learners' experiences across multiple platforms and devices with the built-in Learning Record Store (LRS).
- Access detailed self-service training for administrators in the Litmos Learning Center (Litmos Dojo).



The screenshot shows the Litmos Dojo user interface. At the top, there is a navigation bar with "Home", "Content Library", "Achievements", and "Live Sessions". Below this, a welcome message for "Christie Bacchus" is displayed. The main content area features a "Welcome to Litmos Dojo!" banner with a cartoon character and a tree. Below the banner, there is a "litmos labs" section with a "Register Now" button and a "Have You Missed a Lab?" section with a "Go Now!" button. At the bottom, there is a "My Training" section with a "See All Assigned Courses & Learning Paths" button and a "News" section with a "Welcome to the Litmos" message.

Litmos Dojo (Litmos learning center)

Robust Reporting and Analytics

Measure and influence learner performance with automated report scheduling and delivery. Track course completions, test averages, content popularity, and more with built-in reporting and analytics.

- Configurable out-of-the-box reports for managers, admins, and learners
- View metrics-driven dashboard widgets.
- Leverage Wizard-driven report writer for custom reports.
- Schedule delivery of reports to email.
- Export reports in Excel and pdf format.
- View user activity map and login analytics per type of device, geographic location, and date.
- Easily import data into your proprietary data warehouse and visualization tools using the Litmos Data subscription

Industry-leading Security

Trust that all data is encrypted and stored behind a firewall, transferred over HTTPS, keyed with a private certificate, and GDPR compliant.

- SOC 2 Type II Compliant data security
- Disaster recovery systems setup to restore critical business functions following a disruptive event
- ISO 27001 certified
- Two-factor authentication support
- Mobile biometrics for single sign-on (SSO) access

Unlimited Global Scalability

Scale your solution up to millions of global users. You can start small and scale as your needs grow. Our flexible solution enables you to increase the number of learners or expand into new areas of your business seamlessly.

- Connect Litmos instances together.
- Copy content from one instance to another.
- Create new instances for customers and partners and delegate out administration.

Services to Support Success

Success of your programs is our #1 goal. Litmos professional services team partners with you from implementation through expansion with services such as:

- Implementation support
- LMS admin on-demand services
- Technical account management
- Custom train the trainer services
- L&D playbooks and mastery sessions
- Litmos Creator Community
 - Access announcements, product release notes, webinars, blogs, discussion forums, and best practices.
 - Improve time to value.
 - Access a community for Litmos power users, providing access to exclusive articles, videos, and resources in a content-led discussion forum format.

Implementation Packages

Litmos' Professional Services team brings decades of experience to every engagement to ensure optimal time to value for your Litmos project. Whether you are a new or existing customer, Litmos Services can help you reach your training goals.

Quick Start

A Litmos customer enablement manager works with your admin to ensure core fundamentals of your implementation are following best practices.

Core

A Litmos customer enablement manager will partner with your team on best practices for configuration and provide guidance on set up of your learning experience.

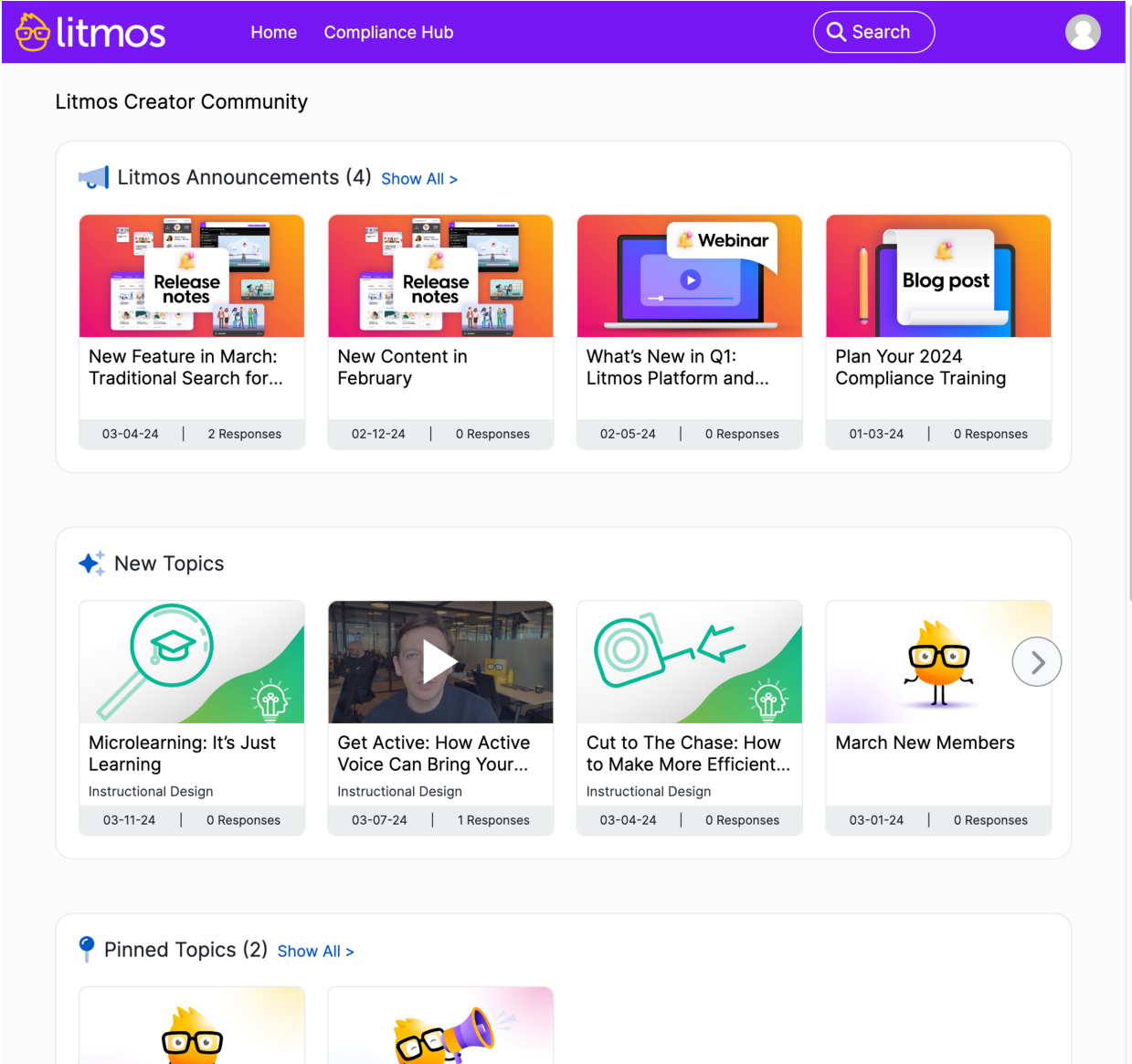
Premier

A Litmos customer enablement manager acts as an extension of your own team to customize scope and deliverables, provide API integration support, data migration services, and custom branding and UI development. The Premier package is comprised of the most common requests from Litmos customers during their implementation.

Platinum

A Litmos customer enablement manager provides turnkey project management, build and handover services, course migration, in addition to training services: LMS admin training, train-the-trainer, and reporting training. This service also includes all services within Quick Start and Premier implementation and a customer engagement manager.

Services Implementation Packages



The screenshot shows the Litmos Creator Community interface. At the top is a purple navigation bar with the Litmos logo, 'Home', 'Compliance Hub', a search bar, and a user profile icon. Below the navigation bar, the page title 'Litmos Creator Community' is displayed. The main content area is divided into three sections: 'Litmos Announcements (4) Show All >', 'New Topics', and 'Pinned Topics (2) Show All >'. Each section contains a grid of topic cards. The 'Litmos Announcements' section has four cards: 'New Feature in March: Traditional Search for...' (03-04-24, 2 Responses), 'New Content in February' (02-12-24, 0 Responses), 'What's New in Q1: Litmos Platform and...' (02-05-24, 0 Responses), and 'Plan Your 2024 Compliance Training' (01-03-24, 0 Responses). The 'New Topics' section has four cards: 'Microlearning: It's Just Learning' (03-11-24, 0 Responses), 'Get Active: How Active Voice Can Bring Your...' (03-07-24, 1 Responses), 'Cut to The Chase: How to Make More Efficient...' (03-04-24, 0 Responses), and 'March New Members' (03-01-24, 0 Responses). The 'Pinned Topics' section shows two cards, both featuring a cartoon character with glasses. The interface is clean and modern, with a white background and purple accents.

All images provided by Litmos.

Litmos Creator Community

Analysis by Brandon Hall Group™

Situational Analysis

The Learning Management System (LMS) market continues to undergo rapid transformation with the emergence of new technologies and capabilities, the competitive rise and fall of vendor offerings, mergers and acquisitions, and the ongoing drive by most providers to expand their offerings to reach more of the market. With, by some counts, an active LMS company roster of more than 1,000 vendors, learning organizations find technology purchasing decisions more confusing than ever. Adding to the confusion are newer, sometimes overlapping categories of LMS-adjacent platforms such as Learner Experience Platforms (LXP), Learning Record Stores (LRS) and Learning Operations Platforms (LOPs).

Challenges to the Business

The very nature of how learning takes place in the workplace has shifted dramatically and that evolution shows no sign of slowing down. The emergence of AI has opened endless possibilities for Learning and Development professionals. Integral to that is the relentless push to personalization and individualized experience and control while still being able to guarantee compliance and progress, and you have a far more nuanced “training program” than ever before. Where once you had an LMS and an authoring tool, you now have a learning technology stack that could easily rival the most robust and complex business infrastructures.

Implications for the Business

Learning teams must now be able to maintain their expertise in workplace learning as well as become technology architects and specialists. They must also be skilled customer success professionals and be able to bring together the needs and wants of various stakeholder groups to offer solutions that drive success for the individual employee and the business. They must be able to clearly articulate what they need from their LMS provider and translate that into a seamless and easy learner experience to deliver improved performance across the enterprise.

Questions to be Answered by the Business

- Do we have well-defined use cases for our LMS solution?
- Do we know what capabilities are the requirements for the system, including AI?
- Are we able to provide the quality of learner experience we want with our current tools?
- Are we able to provide users in multiple roles (learner, administrator, instructor, manager) the tools they need?
- Can we tell the story using the data we are generating in the system?
- Are we able to keep up with the pace of change in our business?

Litmos as the Answer

Brandon Hall Group™ has surveyed and spoken with buyers and led learning technology selection initiatives across multiple industries, worldwide. There is a resounding message — the LMS is alive and well. The question is which provider is the most alive and well.

We have seen a fundamental shift in what learning organizations need from their LMS provider and it's not exclusively functionality. Buyers need to know they're choosing a partner for today and the future. Our research clearly points out that organizations want an LMS provider that is going to be by their side through thick and thin, good times and not so good. If it sounds like a marriage, then you're right. To be the right provider in this VUCA (volatile, uncertain, complex, ambiguous) environment, you must stand tall in the windy gap and be an evangelist for your client. AI or any other highly sought-after functionality, price or brand recognition campaign is a substitute for old-fashioned client services and the relentless pursuit of excellence with clients. Remember — the second "S" in SaaS is service.

Enter Litmos. It's an organization that has been through multiple ownership changes and once again is on its own and solely in charge of its destiny. Through all these changes, Litmos has never lost sight of its purpose as an organization. Litmos loves its clients, and they love them back. Every idea, response, action, decision, or investment by Litmos has been driven by a singular qualifier: How will this be of benefit to our clients and make us a better partner?

Litmos is not trying to be a technological Swiss Army knife with an endless assortment of features. Litmos does have an impressive array of functionality built into their LMS, but every square inch of the platform has been designed to meet a particular need of their clients. Litmos is the definition of purpose-built technology. How do they know what to build? It's simple. They ask their clients.

In speaking with the Litmos team, it's readily apparent that everyone is tuned into the needs of their clients. What's really astounding is their ability to listen to every client and address their unique needs. This is not an inexpensive proposition and requires a real dedication of time and resources. In the end, the result of this effort is a team of craftspeople, at the top of their field, who are extremely passionate and deeply committed to the success of their clients. This is the true definition of partnership.

Litmos offers a technologically advanced learning suite that is second to none. Coupled with unparalleled service, Litmos is ready to take on the most challenging learning assignments in the most complex learning environments. Whether it is learning for employees, clients, or channel partners, Litmos can handle the learning load with poise and grace, delivering state-of-the-art learning experiences for all.

Litmos makes their clients look like rockstars and they love them for it. Learning and Development has recently been dragged through the trenches. With claims of no discernible ROI

and often facing staff and budget cuts as the reward for their efforts, Learning and Development teams are under siege. Litmos clients have turned the tables and are demonstrating to their organizations that learning is all-powerful and can deliver breakthrough results for individuals, teams, and the business. Litmos is an organization that displays the rare quality that many providers just talk about — the ability to create the strongest link between learning and performance.

In today's breakneck speed of business, there is no margin for error. An LMS provider must deliver quickly and flawlessly. No one has time or patience for a "diamond in the rough" provider. Litmos is a perfectly cut stone and it shines very brightly.

- Michael Rochelle, Chief Strategy Officer and Principal Analyst, Brandon Hall Group™

Contribution Team:

Mike Cooke, Rachel Cooke, Claude Werder, Pat Fitzgerald

About Brandon Hall Group™

With more than 10,000 clients globally and 30 years of delivering world-class research and advisory services, Brandon Hall Group™ is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

Professional Certifications

Self-paced certification programs. Virtual group sessions for companies. In-person conferences and summits.

Membership

Individual and Enterprise Membership Options: Includes research assets, advisory support, a client success plan and more.

SOME WAYS
WE CAN HELP

Excellence Awards

Three annual programs recognize the best organizations that have successfully deployed programs to achieve measurable results.

Advisory Offerings

Custom Research Projects, including surveys, focus group interviews and Organization Needs Assessment for Transformation, Technology Selection and Strategy.



ORGANIZATIONAL EXCELLENCE CERTIFICATION PROGRAM

recognizes world-class HCM programs that transform their organization and achieve breakthrough results. This designation is the next step beyond the HCM Excellence Awards, which focus on a single program, and looks at the department as a whole.



SMARTCHOICE® PREFERRED PROVIDER PROGRAM

uniquely places HCM service and technology companies at the top of organizations' consideration list of vendors. It adds an unmatched level of credibility based on BHG's twenty-eight-plus years of experience in evaluating and selecting the best solution providers for leading organizations around the world.