



Learning Platform Toolkit ROI Checklist

Considerations to Measure And Maximize
The Success of Digital Learning

What You Need to Consider When Building Your Learning Platform Business Case

A majority (86%) of business leaders think employee development is critical for driving business outcomes, yet only 34% of them believe their organization's L&D efforts are impacting business outcomes positively.

How can L&D close that gap?

There is an endless number of powerful reasons why you might be interested in investing in a learning platform: it will help your organization save time, maximize resources, and open up additional revenue channels, just to name a few. But In order to justify an investment in a new solution – and 'get the yes' – you need to be able to prove some hard numbers.

That's why leaders in learning and development (L&D) must be able to determine the anticipated return on investment (ROI) for their new learning technology when trying to secure decision-maker buy-in.



To help you along the way, Docebo has compiled a list of considerations when building out an ROI assessment for your learning platform solution.



TIME SAVINGS

- Decrease the time spent on both onboarding and learning administration.
- Establish a sample period and identify a sample set of learners, plus roughly approximate how long it takes to get a new employee up to speed.
- Determine the time required to build training materials and administer learning programs (+ what a shorter process might look like when a new learning technology is implemented).



NEW EMPLOYEE TRAINING COSTS

- New talent needs the right training to do their job sufficiently and excel at what they do, but training is a huge investment.
- List the resources required to get a new employee up and running, and tie a cost to each. Include cost to train, cost spent on L&D staff and programs, etc.



TRAINING DEFICIENCIES

- Since you're considering a new learning solution, you likely already know there are shortcomings with the way things are currently done.
- Rather than qualitatively describing these deficiencies, break them down on a micro-level and tie a cost to each. Are training materials undergoing frequent revisions that require printing and reprinting? Are employees getting the right knowledge they need, from the right sources?
- Pick apart all individual costs dragging your training down.



NEW SOLUTION COSTS

Between scoping out new solutions, implementation costs, and solution training, it's no secret that adopting a new learning platform will require immediate and ongoing investments of time, money, and resources.

- Don't shy away from these costs or mask them when building out an ROI formula.
- Be direct about the costs tied to the new system with decision-makers – you'll be thanked for it later.



DRIVE REVENUE

- Use your learning platform to increase customer retention, train partners, sell courses externally, and/or provide training materials to give ROI a significant boost – be sure to outline potential revenue channels when building your business case.

"In our old LMS, students had to visit three different places to navigate through the courses. These renovations to our administrator training program provide more just-in-time training for our clients, increases in learning interaction and increases in ROI – we used the model to create four new classes. Even with the addition of these four classes, we reduced overall subject matter expert resource need by over 196 hours and increased ROI by over 20%."

– Jamie Schroder, Manager, Client Training, Sunquest Information Systems



Learning Platform ROI Checklist

Once you've determined the costs associated with your existing learning processes, use an ROI calculator or a spreadsheet to quantify the investment associated with implementing a learning platform.

Considerations for Internal Training:

Build an ROI spreadsheet or get an ROI calculator

Work with HR to determine:

Average time to onboard

Turnover rate

Average cost per lost employee

Cost to train

Costs spent on learning and development staff

Costs spent on learning and development programs

Overall learning and development spend

Establish the cost of managing paper-based systems

Determine the cost of updating training documentation

Calculate the number and rate of employees hired

Determine the average cost per hire

Determine cost per hire by department, region, and role

Assess hiring cycle time

Determine the variables used to measure hiring cycle time

Determine the costs spent on recruitment

Determine the costs spent assessing LMS vendors

Establish anticipated costs of software implementation and training

Other Considerations:

Partner training – work with partner channel manager/director/VP to determine:

- Average time and cost of training partners

- Whether or not partners that engage with training perform better

- (and the potential return from partner channels)

Customer training – work with customer success to determine:

- Average time and cost of onboarding customers

- The cost of customer churn

- The potential return from customer training (selling training, upsell)

Potential revenue streams:

- Selling courses to partners and customers



Together, let's 'Get The Yes' – and make learning your competitive advantage

Join 1,500 organizations around the world who are using Docebo and artificial intelligence to change the way their people learn, produce better learning outcomes and generate measurable business value.

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