



## CASE STUDY

# How Insurity scaled training and boosted employee NPS by 50 points with Docebo



"The biggest business impact we've seen with Docebo is improved employee retention. Our employees are staying longer, and more of them are moving into new roles and growing their careers here at Insurity."

**Julie McGoldrick**

Vice President of Learning Development and Documentation,  
Insurity

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## RESULTS

**+50**

point increase in employee NPS

**90%**

of employees report growth and learning opportunities

**30x**

increase in active users

## SOLUTION

### Docebo Learn

- Flexible, scalable learning platform
- Blended training model for different use cases
- Targeted learning based on user roles and needs
- Smooth integrations with other platforms
- Payment gateways

## Customer

### INSURITY

Insurity is a leading provider of insurance software solutions for the property and casualty (P&C) industry, serving MGAs, brokers, and partners through the full policy lifecycle.

Julie McGoldrick is the Vice President of Learning Development and Documentation at Insurity.

## Challenge

### SCALING BEYOND COSTLY, TIME-INTENSIVE ONSITE TRAINING

The insurance industry doesn't stand still, and insurance software provider Insurity can't afford to, either. Insurity needed to improve workforce compliance and expertise, but external certifications were costly.

When Julie McGoldrick joined Insurity as Vice President of Learning Development and Documentation, the existing customer training program was PowerPoint-driven and delivered in person across the US, Canada, and the UK. The profitable in-person program was held back by high costs and limited scalability. Similarly, attending in-person internal training sessions required employees to take time off.

Having discovered the power of online learning through a Learning Management System (LMS) in a previous role, Julie saw an opportunity to digitize learning and development at Insurity. The plan: expand the existing training program and add partner certification. She knew that investing in Insurity's most valuable assets — their employees — would yield great dividends.

To get executive buy-in, Julie needed to keep the program's profitability while reducing dependence on live delivery. Doing so required a flexible, scalable learning platform that would evolve with Insurity's learning needs and accommodate a robust, multi-audience learning environment with measurable impact.

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“Before Docebo, our customer training program was done onsite in person. It was expensive, time-consuming, and not scalable.”

## Solution

### A SCALABLE, ONE-STOP SHOP FOR MULTIPLE LEARNING NEEDS

Insurity chose Docebo for its flexibility and scalability. By moving customer training online, Julie unlocked new revenue streams to fully fund the platform from day one. That success set the stage for a broader transformation, combining on-demand courses, certifications, and live sessions into a seamless blended model.

Today, the Docebo-powered Insurity Academy has DEI, compliance, culture, leadership development, and early-career programs for employees.

Features include:

- **Role-based learning paths** using Docebo's branching feature, helping learners find the right content faster and reducing admin time spent on manual assignments
- **Automated compliance training** triggered during the SSO process, ensuring 100% enrollment with zero manual tracking
- **Certification tracking by region**, simplifying recertification for employees in different states and countries, and maintaining compliance at scale
- **Foundational insurance onboarding** through a custom in-house course, accelerating new hire ramp-up and improving customer solution design
- **Integrated third-party content** from LinkedIn Learning, Cloud Guru, Pluralsight, and Kaplan, expanding learning opportunities without increasing content development costs

Beyond internal offerings, the expanded program offers onboarding and technical product certification programs for customers, and mandatory product certifications for partners (system integrators).

In Docebo, Julie has found the scalable, future-focused solution Insurity needs. She can turn features on and off depending on use case, and plans to launch a self-serve paid certification program for Insurity's partners with Docebo. Insurity is also engaging in the AI revolution, adopting AI-focused office hours and Docebo's new AI Coach for personalized coaching.

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“With Docebo, employees can learn on their terms, whether that's before work, during a break, or over the weekend.”

## Result

### 50 POINT INCREASE IN EMPLOYEE NPS

Employee satisfaction has become the clearest signal of success. While support tickets are down and resolution times are faster, Julie points to engagement and NPS as the strongest indicators of Docebo's impact.

Insurity Academy has grown from 50 users in 2015 to 1,500 users in 2025. Their employee NPS has grown from 50 points in five years, and 90% of employees report having access to internal growth and learning opportunities — a 50% increase since 2019. That increase has led to greater employee loyalty, retention, and job satisfaction, internal promotions, and even former employees returning to the company.

Revenue growth is next. With a paid certification model on the horizon, Insurity is poised to scale its training program into a significant profit center.

Today, Docebo is Insurity's one-stop shop for all its learning needs. Docebo solved Insurity's scalability problem while breathing life into their training programs, and continues to drive substantial returns.

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“We’ve seen a huge shift in our employee NPS since implementing Docebo. It has gone from -30 in 2019 to +20 in 2024.”



Build a scalable, multi-audience  
learning platform with Docebo.

Try Docebo today.

Schedule a Demo