

docebo

CASE STUDY

CluePoints: Professionalizes user training and guarantees regulatory compliance with Docebo



"We needed a centralized e-learning hub to ensure standardized training and compliance for our product end-users."

— Anaïs Pagès,
Instructional Designer, CluePoints



Results

2x

monthly active users
in 2 years

+31%

platform registrations
in 1 year

+54%

average training time
per user

CluePoints

CluePoints is a leading provider of technology solutions for the clinical trials industry. For this company, training is not just a skill-building tool—it is a pillar of compliance and clinical data security.

Challenge

Faced with rapid growth, CluePoints needed to overcome the limitations of rigid manual management by automating and securing training compliance to ensure scalability.

With an expanding user base, manual training management was becoming unsustainable. CluePoints faced several key challenges:

- **Lack of Flexibility:** Content updates were time-consuming and limited to a few formats (videos, PDFs), stifling pedagogical creativity.
- **Scalability Issues:** It was becoming difficult to ensure training delivery, track completion, and guarantee access to the latest versions for a growing number of users.
- **Compliance Requirements:** A major challenge was supporting clients' compliance and audit requirements by ensuring full traceability of training paths.
- **Automation:** The company sought to automate User Access Management (UAM) via API integrations to reduce manual workload and improve efficiency.

Solution

A dynamic new platform with Docebo in just 4 months

CluePoints chose Docebo after a rigorous evaluation, identifying the platform as a “robust and comprehensive” solution capable of adapting to their complex needs.

Several criteria were decisive:

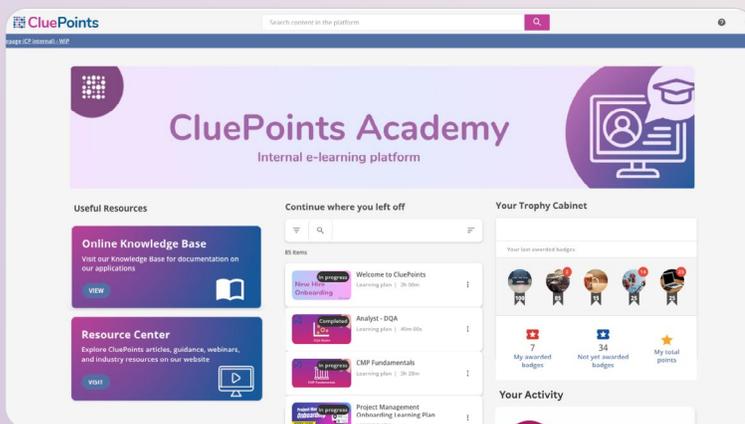
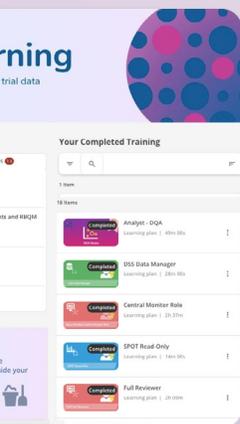
- **Functional Coverage:** Docebo met all key requirements: automation, reporting, certification management, and access control.
- **Seamless Migration:** Support for multiple formats (SCORM, PDF, video) allowed for easy migration and reuse of existing training materials.
- **Delegated Management:** The “Power User” functionality was fundamental, allowing team leads and client admins to manage their own learners autonomously while maintaining centralized control.

- **Partner Support:** Beyond the tools (forums, knowledge base, Docebo University), CluePoints highlights the value of the human partnership. The dedicated Customer Success Manager (CSM) proved to be “proactive” and “instrumental,” helping the team “think strategically” to optimize platform use and anticipate future needs.



“Docebo’s support has been very responsive, friendly, and knowledgeable, providing quick resolutions and clear guidance.”

— Anaïs Pagès, Instructional Designer, CluePoints



Results

By adopting Docebo, CluePoints doubled its user engagement while professionalizing its training program through increased automation, technical reliability, and rigorous compliance with audit requirements.

The implementation of Docebo allowed CluePoints to “professionalize and elevate its entire training program.” Key indicators demonstrate significant adoption and engagement:

- 2x more monthly active users in 2 years
- +31% platform registrations in 1 year
- +54% average training time per user

Qualitative results are equally important:

- **Guaranteed Compliance and Audits:** The most valued features are completion reports and learning plan certificates. They provide CluePoints’ clients with the formal evidence required for external audits.
- **Operational Efficiency:** Automated enrollment (role-based) and integration with user management APIs have drastically reduced manual tasks.
- **Reliability and Robustness:** CluePoints emphasizes the extreme reliability of the Docebo solution (“very few outages or bugs”), reinforcing their trust in the platform as a sustainable enterprise solution.
- **Internal Growth:** For CluePoints teams, learning development features have been invaluable in supporting continuous growth and performance improvement.



“For any company that is hesitating, if you are serious about creating a robust, scalable, and auditable learning environment, Docebo is an excellent choice. The depth and reliability of the platform are what make it sustainable in the long term.”

—Nataly Ozak, Sr. Manager, Onboarding and Technical Support, CluePoints

**Meet ALL your training needs
with Docebo.**

Try Docebo today.

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