

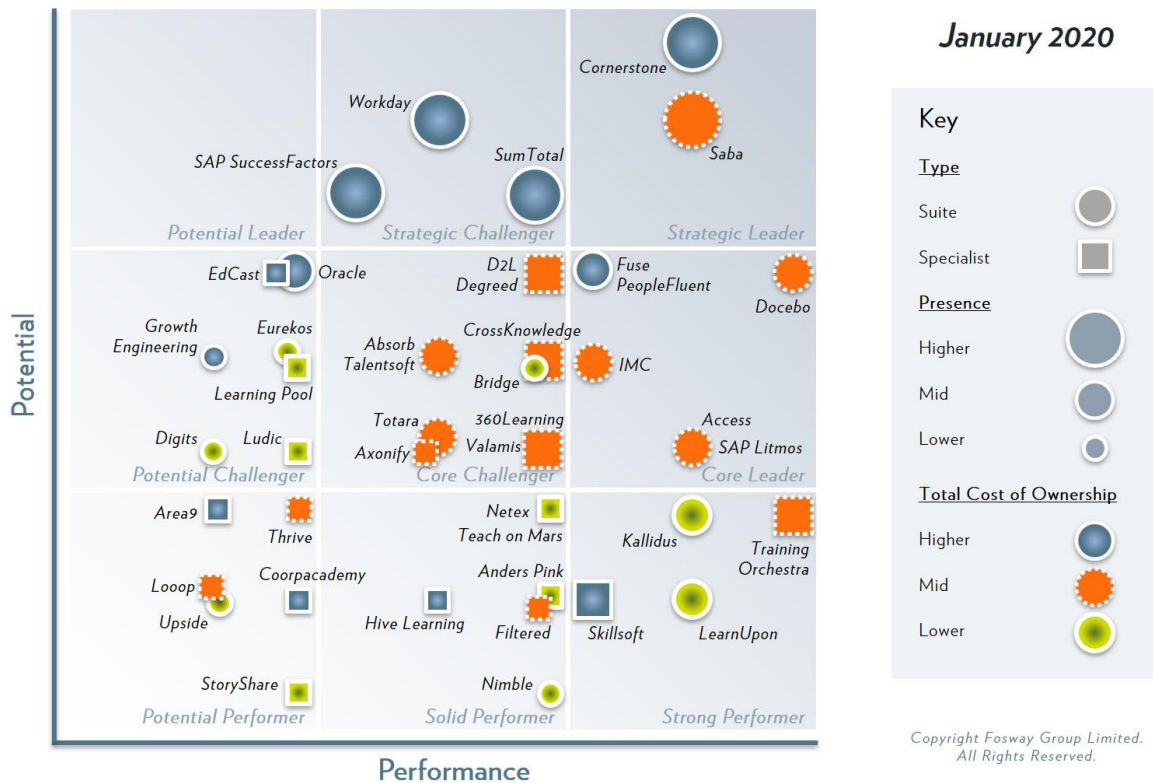


**FOSWAY
GROUP**

9-Grid™ Vendor Report: Docebo

Docebo is a **CORE LEADER** on the 2020 Fosway 9-Grid™ for Learning Systems.

Fosway 9-Grid™ - Learning Systems



[Click here](#) to understand the Fosway 9-Grid™ model in more detail or to download the full market reports.



About This Report

Fosway’s 9-Grid™ Vendor Reports are the only in-depth, independent vendor analysis supporting European corporate buying decisions on Next Gen HR, Talent and Learning. Our 9-Grid™ Vendor Reports review solutions from key providers in the market and deliver a short-cut to expert insights and analysis that aims to help accelerate and de-risk the procurement process. [You can read more about our key criteria here.](#)

See [Next Steps](#) below for more information on how Fosway can help you make more informed next gen supplier and strategy decisions.

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Company Summary

Established by Claudio Erba in Italy in 2005, Docebo has offices in Europe, North America and Dubai. Now headquartered in Canada, Docebo successfully completed an IPO on the Toronto stock exchange in October 2019. Docebo is a Software-as-a-Service Learning System leveraging Artificial Intelligence and supporting a broad range of formal and informal approaches to learning.

Key Headlines

- ▶ *Although originating in Europe, Docebo has focused heavily on the North American market to accelerate its growth. It is now also increasing its investment in Europe again.*
- ▶ *Successful corporate track record especially for external training and extended enterprise.*
- ▶ *Established Learning System Suite managing formal and informal learning. ‘Coach and Share’ module supports collaborative and social learning.*
- ▶ *‘Perform’ module has been discontinued. A revamp of the skills and competencies functionality is on the roadmap and will be included with Learn.*
- ▶ *Refreshed User Experience (UX) and User Interface (UI) provides an improved learner experience and front-end appeal to match the back-end technology.*
- ▶ *Mobile App Publisher allows customers to control mobile branding as well as configuration, delivered into native apps for iOS and Android.*
- ▶ *Chatbot-like functionality recently introduced through the Virtual Coach.*
- ▶ *Out-of-the-box integrations are supported for the content curation and marketplace. Industry-specific content bundles provided free of charge (limited languages only).*
- ▶ *Provides in-house implementation services, or these can be provided via third party reseller.*
- ▶ *Some support issues caused by rapid growth. Ultimately this has resulted in increased investment in customer success.*



Overall Fosway Perspective

Performance	Customer Interest	★ ★ ★ ★ ☆
	Customer Selection	★ ★ ★ ★ ★
	Customer Advocacy	★ ★ ★ ★ ☆
Potential	Scope	★ ★ ★ ☆ ☆
	Sophistication	★ ★ ★ ★ ☆
	Fit to Target Organisations	★ ★ ★ ★ ☆
	Service Capability	★ ★ ★ ☆ ☆
Presence	Enterprise Market Share	★ ★ ★ ☆ ☆
	Global Presence	★ ★ ★ ★ ☆
	EMEA Track Record	★ ★ ★ ☆ ☆
Total Cost of Ownership	Initial Cost to Buy & Implement	★ ★ ★ ☆ ☆
	Cost to Run & Maintain	★ ★ ★ ☆ ☆
	Cost to Innovate	★ ★ ★ ☆ ☆
	Value for Money	★ ★ ★ ★ ☆
Trajectory	Company Momentum	★ ★ ★ ★ ☆
	Change in Customer Advocacy	★ ★ ★ ★ ☆
	Future Vision & Roadmap	★ ★ ★ ★ ☆
	Speed & Level of Innovation	★ ★ ★ ★ ☆

NOTE: Ratings are on a one to five-star basis where five is the best rating from a customer perspective.



Functional Ratings

Learning Enablement

Assessment & Evaluation



Assessment & Evaluation Tools, Multiple Question Types, 4 Level Evaluation, On-the-Job Assessment, Results Aggregation, Multilingual Question Banks, Personal & Shared 180 or 360 Feedback Management, High Stakes Controls, Polling, Surveys Team Based Reporting, Business KPI Tracking, Benchmarking

Formal Learning



Catalogue Management, Learning Paths, Blended Learning, Dynamic/Automated Course Enrolment, International Content Management, Search, Curriculum & Learning Programme Management, Classroom & Instructor Led training, Classic e-learning, Tracks Learning, Learning History, Certification/Accreditation

Workplace Learning



On-the-Job Training & Assessment, Peer to Peer Feedback, Quality Assurance Loops, Expert Exchanges, Coaching & Mentoring Management, Business KPI, Benchmarking, Performance Support, Continuous Improvement Process Support, Placements, OTJ Assignments, Workplace Video, Buddying

Collaborative & Social Learning



Social Search, Community & Connections Controls, Rating & Liking, Following, Dynamic/Automated Community Connection, Forums, Co-creation of Resources, Social Video Content, Live Collaboration, Automated Translation, User Generated Content Sharing, Moderation, Marketing & Posting, Media Management, Curation, Community Branding, Community Management

Competencies & Capabilities



Competency and Role Management, 180 or 360 Feedback, On-the-Job Assessments, Global Training Needs Analysis, Gap Analysis & Capability Strengths Reporting



Development Planning



Development Goal Settings, Automated Suggestions, Task-based Development Plans, Personal Plans, Compliance, Gap Analysis, Performance Development Planning, Cascade Plans, Approval Process, Plan, Career Paths, Dynamic Career Planning, Career Placement Management, CPD/CPE

Extended Enterprise



Certification Management, Monitoring Contractor/Extended Enterprise Competency, External Collaboration Features, Configurable Partner/Franchise Portals, Management of Contractor, Temporary Staff & Contingent Workforce Training Management, Financial, e-commerce for Extended Enterprise

Learning Content, Media Assets & Video Management



Media & Content Security Controls, CDM, Asset Repository, Video Optimisation, User Generated Learning - Document Management, User Generated Learning - Video Management, Content Hosting, Authoring Tools, Virtual Classroom Access & Meeting Recordings Management

User Experience

Experience Administration



Portal Configuration Controls, Portal Branding, Portal Personalisation, Notifications Management, Language Management, Mobile Device, Widgets, Learning Campaign Management, Engagement Trigger Management, Gamification/Badgeification, Newsfeed & Communication Management

Learner Portal



Mobile & App Experience, Learning Journeys Display, Dashboards, Search, Learning Programme, Content & Course Ratings, Learning Recommendations, Personalisation, Widget Interactions, Community & News Feeds, Announcements & Broadcasts, Badgeification, Structural Gamification, Calendar View

Learner Relationship Tools



Learner Relationship Management AI-Bots/Chat-bots, Learning Portfolio Management, Personal Learning Engagement, Learning Incentives Management



Manager Portal



Approvals Alerts & Workflow/Learning Process Support, Manager's Team View, Individual Team Member Progress Tracking, Compliance & License to Operate Monitoring, Matrix Management Capability, Proxy Manager Assignment, Team Benchmarking, Actions Lists, Coaching & Mentoring, Feedback Management

Mobile Learning



Multi-device Compatible, Disconnected LMS Capability, Administration of Download Management Rules & Permissions, Mobile Content Adaption, Mobile Content Security Management, Remote Content Download, Offline Content & Progress Synchronisation, Geolocation, Tablet & Mobile Optimisation

Analytics, Dashboards and Reporting



Data Accesses & Report Visibility Controls, Dashboards, Data Modelling Tools, Standard Reports 'Out of the Box', Custom Reports, Graphical Data Visualisation, Compliance Risk Reporting, Predictive Analytics, Prescriptive Analytics, Learning Audit Reporting, Machine Intelligence, Regulatory Reporting

People, Finance & Systems Management

Organisation & People Management



Personal Data Management, Organisational Hierarchy, Role Management, Job Profiles, Job Families & Grades, Ad-hoc & Dynamic Audience Definition, User Duplication Management, Provide Mechanism for Systems Validation, Personal Record & Profile Self Service, Personal Profile Management, User Security

Finance, Budget & Ecommerce Management



Global Training Expenditure & Financial Management, Cross Billing & Invoicing, Pricing Management, Cost Management & Payment Tracking, Licensed Material Management, Personal Learning Budget Management, e-Commerce, Finance/Budget Analytics, Statutory Training (CPF) Budgeting

Integrations (standard out of the box connectors)



HR Systems, Business/CRM/Sales, Quality Assurance/Management, Access Control, Google Analytics, External LRS, Assessment, Performance Management, External Virtual Classroom & Virtual Meetings



Next Steps

Fosway's 9-Grid™ Vendor Reports are the only in-depth, independent vendor analysis supporting European corporate buying decisions on Next Gen HR, Talent and Learning. [Click here](#) for an explanation of the structure and definitions used in this 9-Grid™ Vendor Report.

Accelerate and De-risk Corporate Decisions

When there are so many different paths and so much conflicting advice available, how do you make the best decisions and plan your next gen HR, talent and learning strategies? You certainly need to get a wider view and deeper insight than just speaking to suppliers.

As Europe's #1 HR industry analyst, that's where Fosway comes in. Referencing the 9-Grids™ is a great place to start when evaluating current suppliers, planning your future or looking for new tools and technology. But what you see here is just the tip of the iceberg. Why start your procurement process from scratch when we already have the research and insight to help you make better supplier decisions much faster?

As well as accessing the best existing research and market insight, you also have the security of knowing that we are completely independent and don't have a vested interest in the outcome, other than ensuring it's the best decision for your organisation and your people.

Contact us today at info@fosway.com or by phone on +44 (0)20 7917 1870 to understand how Fosway can help you make more informed next gen supplier and strategy decisions.

Accuracies and Warranties

The analysis and recommendations made in this document are based on the information currently available to Fosway Group and from sources believed to be reliable. Fosway Group disclaims all warranties as to the accuracy, completeness or adequacy of such information. Fosway Group will have no liability for errors, omissions or inadequacies in the information contained herein or for interpretations hereof. Opinions expressed herein are subject to change without notice. All content is copyright Fosway Group Limited unless otherwise identified. All rights reserved.



About Fosway Group

Fosway Group is Europe's #1 HR Industry Analyst focused on Next Gen HR, Talent and Learning. Founded in 1996, we are known for our unique European research, our independence and our integrity.

For over 20 years, we have been analysing the realities of the market, and providing insights on the future of HR, Talent and Learning. Fosway analysts work extensively with our corporate clients to understand the inside story of the challenges they are facing, and their real experiences with next gen strategies, systems and suppliers. Our independent vendor analysis also provides a vital resource when making decisions on innovation and technology.

And just like the Roman road we draw our name from, you'll find that we're unusually direct. We don't have a vested interest in your supplier or consulting choices. So, whether you're looking for independent research, specific advice or a critical friend to cut through the market hype, we can tell you what you need to know to succeed.

Example clients include: Alstom, Aviva, Boots UK, BP, BT, Centrica, Deutsche Bank, Faurecia, HSBC, International SOS, Lloyds Banking Group, Novartis, PwC, Rolls-Royce, Royal Bank of Scotland, Sanofi, Shell, Swiss Re, Telefonica, Thomson Reuters, Toyota Europe, and Vodafone.

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About Docebo

Docebo's mission is to redefine the way enterprises learn by applying new technologies to the traditional corporate learning management system market.

Docebo provides an easy-to-use, highly configurable and affordable learning platform with the end-to-end capabilities and critical functionality needed to train internal and external workforces, partners and customers. This allows customers to take control of their desired training strategies and retain institutional knowledge, while providing efficient course delivery, tracking of learning progress, advanced social learning opportunities, and in-depth reporting tools and analytics.

Docebo's robust platform helps its customers centralize a broad range of learning materials from peer enterprises and learners into one artificial intelligence-powered Learning Platform to expedite and enrich the learning process, increase productivity and grow teams uniformly.

Talk to us today at:

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