



CASE STUDY

Driving Innovation and Inclusivity: How the Helsinki Region Chamber of Commerce Transformed Training with Docebo



"Docebo allows us to focus on what truly matters—creating outstanding content and building stronger relationships with our clients."

Max Moiseev

CIO, Helsinki Region Chamber of Commerce

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Customer

HELSINKI REGION CHAMBER OF COMMERCE (HRCC)

The HRCC has a mission: To support business growth, build networks, and provide critical insights for companies in the Helsinki metropolitan region. The organisation offers comprehensive training services that help businesses thrive. As part of its mission, the HRCC offers a variety of training services, from live and online sessions to digital tools and access to professional resources.

Challenge

Recognising the need to modernise their training approach, the HRCC sought a scalable and user-friendly platform to enhance their services. Managing e-learning content with their previous systems posed significant challenges, including a lack of flexibility, poor integration capabilities, and limited accessibility. These limitations made it hard to deliver inclusive, engaging, and impactful training to their business community.

The Chamber also faced the challenge of expanding their training programs to support enterprise clients and diverse learning needs. They lacked advanced analytics and AI-driven capabilities, which restricted personalisation and made it hard to track metrics like user engagement. And what can't be measured can't be improved.

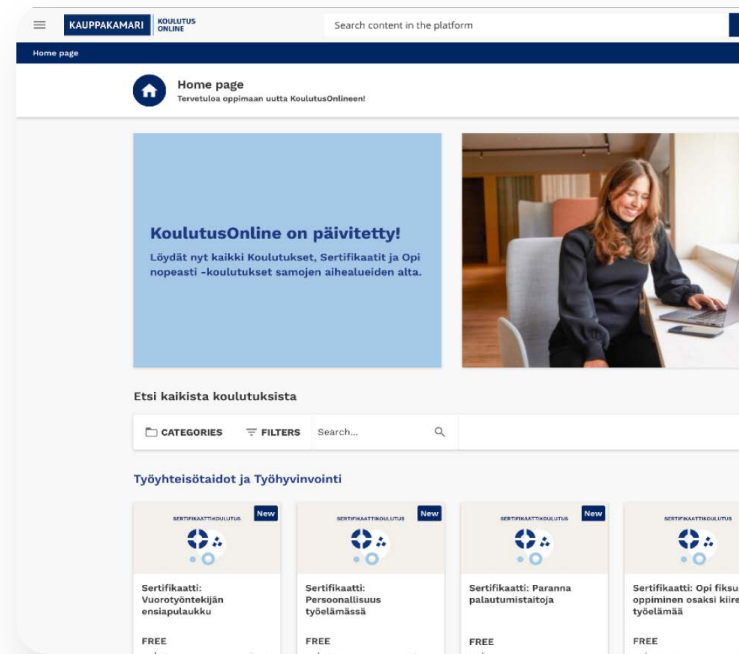
To future-proof their offerings, they required a platform that could scale with their ambitions while maintaining inclusivity and innovation. Addressing these gaps was essential to fostering stronger client relationships, driving business sustainability, and leading the way in B2B learning technology in Finland.

The Solution

HRCC SELECTED DOCEBO FOR ITS SCALABILITY, CUSTOMISATION FEATURES, AND ROBUST USER-FRIENDLY INTERFACE.

Since switching, HRCC has been able to streamline their daily operations and expand their training offerings—without running into technical limitations. And with Docebo's WCAG 2.1 compliance, they can easily adhere to accessibility standards and deliver the equitable experience that's core to their mission.

Learners are more engaged, too. Features such as video integration, interactive modules, and quizzes enrich the learning experience for a variety of learning styles. HRCC is excited to continue growing into their platform and leveraging AI-powered recommendations and other innovative features.



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“The platform supports our processes and scales effectively with our business model.”

- Jessica Pirttimaa, Development Specialist, Helsinki Region Chamber of Commerce

Results

The Helsinki Region Chamber of Commerce is still in the process of implementing Docebo, but they have already seen transformative results:

Intuitive tools and analytics have significantly reduced workloads, saving time and resources and unlocking administrator efficiency.

More engaging and tailored training content has resulted in higher satisfaction and retention rates among learners.

By promoting inclusivity and accessibility, HRCC is advancing its mission of creating a fair and equitable digital learning environment.

For HRCC, Docebo is more than a technology solution—it is a strategic partner in fostering a sustainable, inclusive, and dynamic learning environment. With this partnership, HRCC is set to redefine the standards of professional training in the Helsinki region and beyond.

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“We are at the forefront of business-to-business learning technology...Docebo empowers us to offer our clients not just today's solutions but tomorrow's innovations.”

- Max Moiseev CIO, Helsinki Region Chamber of Commerce

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business up for success.

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