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Learning, Anytime, Anywhere: Jack Henry's Multi-Device Learning Experience

"It was an absolute pleasure to work with GuyKat for our comprehensive, multi-device learning strategy."

Theresa Decker
CPTD, Senior Manager, Learning and Development at Jack Henry

At a glance...

Who are they?

Jack Henry is a well-rounded financial technology company that strengthens the connections between people and their financial institutions. Their mission is to empower people with innovative technology and services that enhance their financial well-being.

Who are their learners?

7,200 Jack Henry internal employees across the United States, including customer support, sales and marketing, operations, product implementation, people and business leadership, and technical roles such as engineers and developers.

What products and services do they offer?

Jack Henry offers a comprehensive suite of products and services designed to meet the **evolving needs of financial institutions and their accountholders**. These include digital banking, payment processing services, digital lending platforms and fraud risk management.

> **"Not only did they produce beautiful design work that aligned seamlessly with our internal brand, but they helped us think strategically about the mobile experience and provided expert consultation on how to streamline the UX/UI to prioritize the right things. For us, that included keeping learners within the mobile experience instead of redirecting learners to external learning sites and ensuring learners could easily access live training, since this is a major use case for mobile learning at Jack Henry."**

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CPTD, Senior Manager, Learning and Development at Jack Henry

Background

Technological advancements and the increasing pace of change are rapidly transforming the workplace. As a forward-thinking financial technology provider with an evolving business strategy focused on cloud-native solutions, Jack Henry was committed to equipping its employees with future-ready skills, **intentionally-designed learning experiences that meet learners where they are**, and a culture of continuous learning. Their vision to become a learning organisation would ensure all associates and contractors were prepared for the future, both at Jack Henry and beyond.

With a strong brand identity centred on improving financial health for community and regional financial institutions through people-inspired innovation, Jack Henry's internal learning platform also needed to reflect this. However, their legacy LMS fell short of delivering the personalised learning experience their associates needed.

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To modernise their approach, Jack Henry transitioned to Docebo, embracing its learner-centered user interface and personalisation capabilities, designed to provide accessible, user-friendly, tailored learning recommendations for each employee.
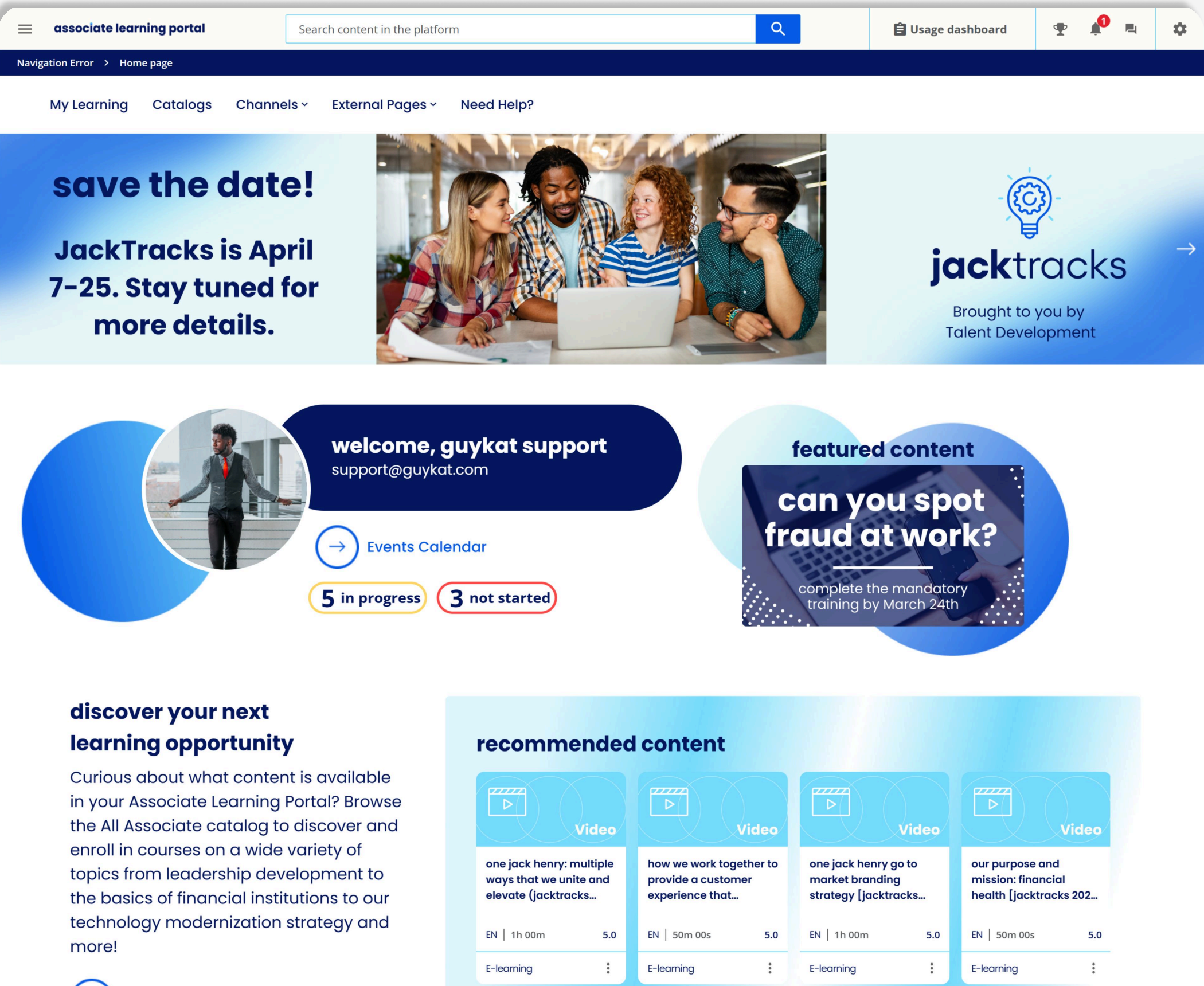
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To achieve a truly branded learning experience, they partnered with GuyKat, leveraging their Docebo expertise and UX/UI design capabilities.

What was the learning challenge?

Jack Henry's people-first culture thrives on workplace flexibility, and many associates travel regularly to connect with clients. For years, Jack Henry associates had requested mobile learning, so **accessibility and mobile access were key requirements** when they transitioned to Docebo. Recognising the need for seamless mobile browser compatibility, Jack Henry aimed to provide a **polished and consistent user experience across all devices** and when using the Branded Mobile App for internal associates and contractors. This would help distinguish between the different learning environments and reinforce the internal learning culture.

Equally, with a vast and diverse learner base, from contractors to senior leaders, Jack Henry needed a structured approach to personalise the learning experience for each individual and put "first things first" by **prioritising the right learning in the user interface**. Simply migrating the legacy data from their previous LMS wasn't enough; they required a clear plan to organise the content effectively, ensuring learners could easily find and engage with relevant training materials, whether working from their home office or staying up-to-date during work travel.

What was the solution?

Jack Henry collaborated with GuyKat to enhance their learning experience for internal associates through expert Consultancy Services and UX/UI design. This collaboration focused on optimising their powerful Docebo platform across both desktop and mobile. With GuyKat's expertise, Jack Henry successfully created a more engaging and user-friendly learning environment.

Key elements included:

Implementation and System Configuration:
GuyKat partnered with Jack Henry to support the **initial configuration and rollout** of the system. GuyKat supplemented the Docebo migration service by providing consultation and additional hands-on admin support such as pushing additional items into the platform. This service enables Jack Henry to focus on what truly matters, delivering the best learning experience for their employees while relying on a dedicated support team for ongoing assistance.

Enhanced User Experience:
To accommodate diverse learning journeys, GuyKat designed a **custom-structured menu** with intuitive dropdown options for clearer navigation. Multiple homepages were developed to provide **tailored experience**s for both users and managers.

Responsive Design:
GuyKat built custom pages using HTML/CSS to meet Jack Henry's specific needs. The design ensures a seamless user experience, **optimised for desktop, tablet and mobile browsers**, and aligns with Jack Henry's contemporary branding.

Seamless Mobile Learning with a Branded Mobile App:
GuyKat supported Jack Henry to set up and launch the Branded Mobile App within their Docebo platform, providing a fully customised, **on-the-go learning experience**. This tailored app aligns with their brand identity, ensuring a cohesive and engaging experience for their learners while leveraging Docebo's robust mobile capabilities. It also curates the right learning experiences, focusing users' attention on accessing recently assigned training and access to live training, which is a primary use case for the mobile app.
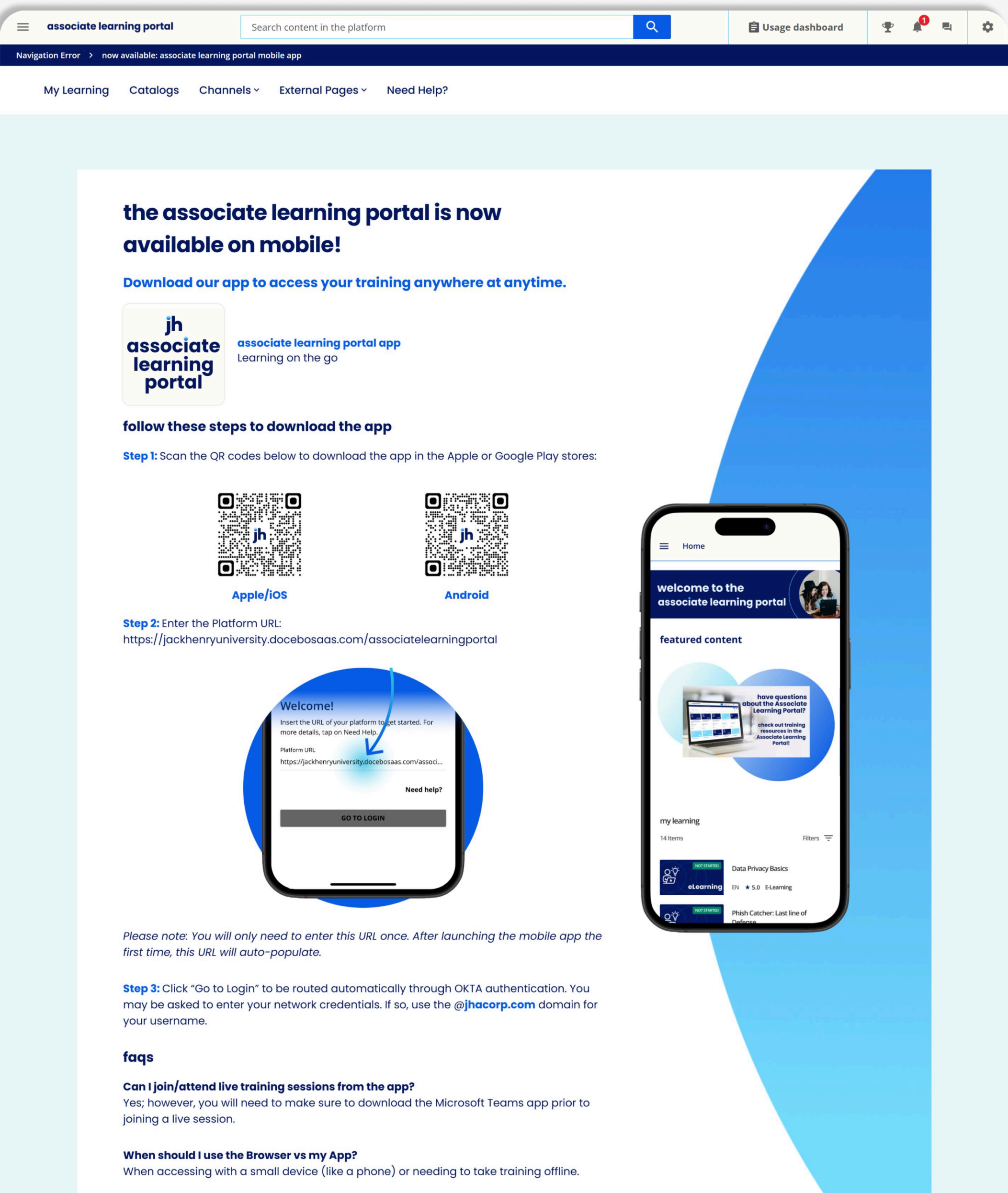
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Solve all your learning needs with GuyKat & Docebo.

Want to know more?

Get in touch with GuyKat. We'd love to talk.