



Service Description

DOCEBO

Omniplex Learning
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1 What is Docebo?

Docebo is built for the business of learning – everywhere within your business to ensure that wherever you are applying learning today, you'll be able to apply it across your business landscape when and where you need it – with your business objectives being what we at Docebo are interested in helping you drive.

Docebo is incredibly intuitive and has many ways to engage learners. Social learning, gamification, personalization, mobile learning, and much more. You can even tailor the learning experience to individual roles so different audiences get the learning experience that works best for them.

We help to manage tech complexity and integrations. Build, migrate, and launch in months. Leverage pre-built, plug-and-play integrations that connect with the systems and tools you already use, including Teams, Google, Jira, Shopify, Asana, Salesforce, and hundreds more.

Scalability is key to success – Docebo is the leader in multi-use case learning. It's simple to build unique branded learning experiences for different audiences and then intelligently serve them—from one simple platform. It's so intuitive that anyone can use it and so engaging that everyone will.

Docebo is a complete solution that unlocks productivity, engagement, and success. We are the leader in generative AI for learning and have innovative solutions for content creation, social learning, commerce, and more.

With Docebo, you can also unlock over 20,000 high-quality courses on relevant, in-demand skills and upskill your people with professional certifications. And if you need something highly-tailored to your business, create it in seconds with our AI-powered content authoring tool.

2 About Docebo

The world's most powerful learning platform

- Docebo invests 25% of revenue in RandD – Innovation is really at our core and we recognize that innovation requires investment in the right people, technology, partnerships and customer connects.
- We have more than 800+ employees worldwide, giving us the flexibility to be there when you need us and giving our teams diverse experience to understand local and global needs.



- We launch more than 400+ customers per year, ensuring that each of them has the support and resources that they need to be successful in both the short and long term.
- Our NPS score is excellent, at 9.25 out of 10 points. Our teams strive to make sure that you have everything you need to be successful.
- Docebo has been leveraging AI for more than 5 years. We recognize that AI is an important part of the future of learning and business success. This is a critical component of Docebo's innovation.

3 Commercial Models

Docebo offers three commercial model options, tailored for your business needs:

Yearly Active User	Monthly Active User	Registered Active User
Consuming content or using Harmony Search activates a user for the year	Consuming content or using Harmony Search activates a user for the month	Users set as "Active" in Docebo, set by admins, activates a user

Docebo's monthly active user pricing model allows you to have unlimited registered users in the platform. For example, your total learning audience is 10,000 users but you only expect 1,000 of them to become active on a monthly basis, then you only need the 1,000 monthly active user plan.

Also, with Docebo, you can keep user information and training records indefinitely stored in the platform even if they are no longer using the LMS. Many other LMS vendors base their pricing models on seats or registered users, which forces you to pay for users that might not even come into the LMS to consume training, even if the user is not part of the organization or has no intentions to return and take training in the platform.

An active user in Docebo is considered a user that logs into the platform AND engages with some sort of training content (i.e. watches a video, takes a test, reads a document, etc.). If a user logs in and doesn't take any training (i.e. logs in to browse the training calendar, view available courses, view latest announcements, view their transcript, update their profile) they are not counted as an active user. Many other LMS vendors consider an active user a user that simply logs in, even if they don't consume any sort of training.

A user can take as many trainings in a month (i.e. take unlimited courses, view unlimited videos, view unlimited documents, etc) and they will only be counted as one active user for the month. Other LMS vendors count a user as active each time



they consume training within the same month, which spikes the active user count if a user takes multiple trainings each month.

Each month the monthly active user count resets to zero. So, for example, if you had a 1,000 monthly active user plan, you could have 12,000 unique users take training over the course of the year as part of your plan assuming that each user only becomes active one month out of the year. This is very beneficial for customer education models where training typically happens once or twice a year.

4 Docebo Products

4.1 Docebo Elevate

Elevate – Learn. Measure. Grow. Repeat.

Optimise learner development with an intelligent learning platform that delivers data-driven insights, seamless integrations, and scalable solutions tailored to growing businesses.

Docebo Elevate helps businesses enhance learners' development by providing advanced tools for engagement, data-driven insights, and seamless integration with business systems. It enables companies to scale learning initiatives effectively while optimizing training impact.

Learning Management

Manage and deliver content

- Admin and training automation
- ILT, Blended training
- White-labeling
- Localization tool
- Multilingual support
- Harmony search
- Gamification
- Social learning
- Mobile learning
- Skills Management

Creator

Instantly create high-quality content with AI

Learning Insights

Pre-built and Custom Dashboards
Manager Dashboards

Integrations

SSO, Webinar Tools, Connectors, Off-the-shelf Integrations (4) Included:
SSO, Webinar Tools, Off-the-shelf Integrations, and 4 connections via Docebo Connect

1x Sandbox environment

Onboarding & Support required

Key Benefits

- **Scale training:** Personalise learning for diverse global audiences without compromising quality.
- **Decide with data:** Optimize training with real-time insights, automated dashboards, and observation checklists.
- **De-stress compliance:** Become audit-proof with automated tracking, notifications, and recertification.
- **Build skills better:** Improve readiness and career progression.
- **Automate everything:** Use webhooks to automate tasks and reduce manual administration.

4.1.1 Available enhancements

Advanced Analytics Pack: Customize metrics and integrate learning data for key insights into learning's impact.

Branded Mobile App: Elevate your brand and empower learners with convenient, on-the-go training.

Communities Pack: Build a learning community where collaboration and expertise flourish.

Content Pack: Pre-built best-in-class content from 150+ of the world's top publishers, directly in your platform.

Docebo for Salesforce: Maximize sales effectiveness with seamless, in-context learning within Salesforce.

Docebo for Microsoft Teams: Keep learners engaged by making training part of their daily workflow in Microsoft Teams.

E-Commerce Pack: Monetize learning content and drive revenue with a powerful, flexible solution.

Extended Enterprise: Expand learning impact to your external audiences with tailored training experiences.

Gamified Learning Pack: Drive motivation and engagement by creating fun, game-inspired learning experiences.

Headless Learning Pack: Build a customized front-end experience to deliver learning when and where you need it.

Immersive Learning Pack: Create memorable, impactful training with immersive VR and AR experiences that stick.

Docebo Labs by Skillable: Expand training capacity and develop skills with the best hands-on learning labs.

Docebo Proctoring by Honorlock: Safeguard exam integrity with AI-powered monitoring and on-demand live proctoring.



4.2 Docebo Enterprise

AI-Driven learning. Global business impact.

Unlock smarter global learning with our AI-first learning platform—built to simplify complexity, personalise experiences, and drive measurable business growth.

Docebo Enterprise empowers organizations to deliver complex, global learning programs with AI-driven automation, advanced analytics, and robust integrations. It enables businesses to manage large-scale initiatives with flexibility, personalize learning at scale, and drive measurable impact across diverse audiences.

Learning Management

Manage and deliver content

- Admin and training automation
- ILT, Blended training
- White-labeling
- Localization tool
- Multilingual support
- Harmony AI copilot
- Gamification
- Social learning
- Mobile learning
- Skills Management

Creator

Instantly create high-quality content with AI

Advanced Insights and Analytics

Customizable metrics and analytics, observation checklists and data integration in your BI tool

Integrations

Included: SSO, Webinar Tools, Off-the-shelf Integrations, and 6 connections via Docebo Connect

Extended Enterprise

Tailored learning for your external audiences

Branded Mobile App

For brand consistent mobile learning experiences

2x Sandbox environments

Onboarding & Support required

Key Benefits

- **Grow without limits:** Support unlimited users across your organization.
- **Decide faster:** Fully tailored analytics to track what matters most.
- **Intelligent automation:** Deliver personalized learning with AI-powered automation and connect up to six key tools for a unified ecosystem.
- **Multi-domain support:** Provide partners, customers, and more with dedicated environments, tailored to their learning needs.
- **Mobile on-brand learning:** Engage learners anywhere with your custom mobile app.

4.2.1 Available enhancements

Communities Pack: Build a learning community where collaboration and expertise flourish.

Content Pack: Pre-built best-in-class content from 150+ of the world's top publishers, directly in your platform.

Docebo for Salesforce: Maximize sales effectiveness with seamless, in-context learning within Salesforce.

Docebo for Microsoft Teams: Keep learners engaged by making training part of their daily workflow in Microsoft Teams.

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5 Your onboarding journey

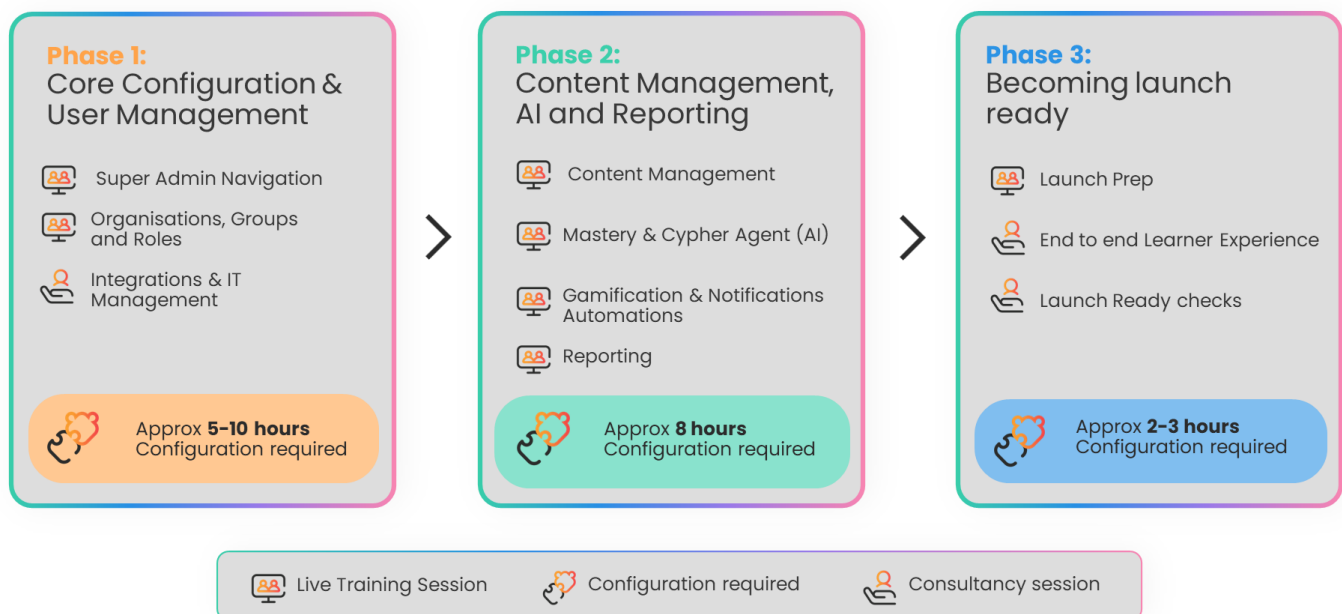
A fast start with the right teams in place

At Omniplex Learning we work closely with our customers to understand your specific eLearning needs.

We have created our onboarding plans to help you get your learning solution off the ground successfully and efficiently as possible.

During your Docebo onboarding journey, our Project Team will partner with you to provide functional and technical expertise you need to get up and running. We recommend our customers assemble a core team of their own that typically consists of a project manager, primary solution administrator, and technical support (IT). Business stakeholders may also be involved in onboarding to discuss use cases in more detail, guide decision points, and assist with configurations.

Our Onboarding Process is delivered in 3 key stages:



5.1 Professional Services

Utilise the skillset of Omniplex Learning professional services for anything you need! Our services span from training to content creation experts, to developers. Whatever your need, big or small, we will be able to create a solution for you.

Example professional services include the following which will be quoted as day rates:



6 Our support – Enable+

What do you get with your Enable+ Plan:



Personalised support

Unlimited access to our dedicated support team who will work with you on a 1:1 basis, either via email, video call or phone. They will work with you on your specific issue to help triage, enable and resolve.



Product release deep-dive

Join our monthly sessions with our product experts where you will get to see new features just released by CYPHER Learning in action and how you can make the most of them within your organisation.



Ask the expert sessions

Need to explore the art of the possible with an expert? Perhaps ideate with an instructional designer about how you can best approach a learning challenge?

Why not book a session with one of our learning experts.



TBC Supercharged sessions

Ever wanted to know the secrets to creating an engaging learning platform? Or perhaps what is the best way to create a mobile friendly experience?

Supercharged sessions are designed to deepdive into L&D biggest topics and share secrets on how you can create the best learning experience.



Development Clinics

Drop into one of our monthly development clinics where our experts will be on hand to take questions live and share best practices when it comes learning platforms and beyond.

7 Additional Security Information

Docebo has implemented and maintains an Information Security Management System ("ISMS") and is committed to the standards contained in and available at <https://www.docebo.com/company/compliance-security/>.

Within this framework, Docebo has defined an information security program implementing policies, procedures, and administrative and technical safeguards in accordance with ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, ISO/IEC 27701, and AICPA/ISAE 3000 SOC 2 to minimize security risks through risk assessment and protect its customers' data against accidental or unlawful loss, access, disclosure, or other misuse. More details about Docebo's information security posture and certifications can be found at trust.docebo.com.

