Litmos
Now part of SAP

Litmos Commerce

Manage the training side of business

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Is your training department tasked with improving brand loyalty and business profitability, but you find it difficult to align all the processes required to make that happen? Is your team bogged down simply keeping the business running, rather than looking for ways to improve the learners' experience and making customers and partners more productive? Between manual processes and complicated management of revenue, expenses, branding, taxation, multiple currencies and languages, subscriptions, and more, your team is stretched to its limit. And if you're trying retrofit your internal training solution for global training delivery, you're likely spinning your wheels. This is where Litmos Commerce comes in.

Litmos Commerce is a purpose-built, end-to-end external training solution, enabling you to grow revenue, build loyalty, and reduce costs by automating the business side of training customers and partners. A self-service, cloud-based platform specifically built to solve the unique challenges of external training, Litmos Commerce delivers a sophisticated, integrated set of tools that help you automate and manage administrative tasks, learner interactions, and other business processes so you can improve the ROI of your external training programs.

Key benefits

✓ **Strengthen partnerships**
Certify your partners, vendors, and clients to simplify product rollouts, improve product/service adoption, and increase efficiency and recognition.

✓ **Improve brand recognition**
Drive greater customer engagement through ongoing communication and training—and increase brand awareness and customer loyalty.

✓ **Reduce cost & improve innovation**
Deepen customer understanding of your product or service, reducing customer support costs and improving feedback for product enhancements.

✓ **Turn training into a profit center**
Sell your new and existing courses and certification programs to generate more revenue and boost your bottom line.

Grow revenue
With Litmos Commerce, you can automate the complex management and business processes involved in global training delivery and gain complete visibility on revenue and expense components. The result? More time to conduct targeted and timely communications and outbound marketing activities, and correct any shortfalls in your business processes impeding revenue growth.

Build loyalty
Litmos Commerce lets you deliver your training to learners how, when and where they want it, with support for all major training delivery methods. This enables you to easily and flexibly meet different audiences' needs—and cultivate customer and partner loyalty.

Reduce costs
When you automate your manual and complex processes with Litmos Commerce, you can cut the time you spend managing and readjusting your training delivery system and reduce the costs of delivering training programs to your customers and partners—and then use those resources to focus on the quality of your training content instead.

How Litmos Commerce is different

Recognize revenue in real time

Litmos Commerce streamlines revenue tracking, management, and forecasting, so you always know your department's financial status—at any given moment—and can quickly make adjustments to improve profitability. You define the recognition rules by delivery method, date, locations, and more; Litmos Commerce automatically applies the rules and enables you to view recognized revenue instantly via exportable reports.

Track expenses down to the event and vendor levels

With Litmos Commerce, you no longer need to go through spreadsheet after spreadsheet and manually allocate expenses against various training events and roll up vendor expenses from different events to pay vendors accurately. Thanks to event and vendor-level expense tracking in Litmos Commerce, you can see the exact cost for every event and how much you owe each vendor.
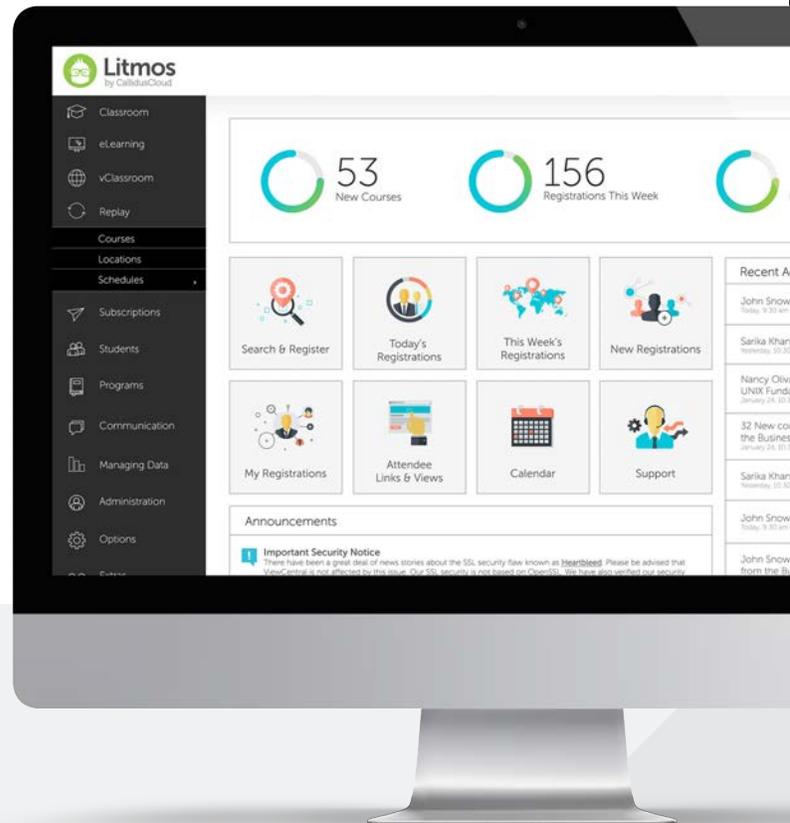
Associate revenues to the right centers

With Litmos Commerce, you can associate registration revenue to various business units or product lines inside and outside your company, so you can accurately track revenue. Just create a unique ecommerce account for each entity and automatically distribute revenue to the appropriate center.

Sell training credits up front

It's a sad truth that sales departments often don't include training in the initial product sale, much to the dismay of your training department. With Litmos Commerce's flexible training credits, you can bridge the revenue gap without forcing your salespeople to learn the course catalog or locking customers into specific classes before they truly know their learning requirements. Training credits give your customers the flexibility to choose classes at a later date, while increasing up front revenues for both the sales and training departments. What's more, Litmos Commerce automates and tracks prepaid agreements from end to end, managing the draw down of credits when learners take classes, restoration of credits when they cancel, and even maintaining a complete, reportable history of every transaction at any point in time.

Easily manage and deliver training for profit

Before training
Schedule email reminders and confirmations; publish course catalogs; and easily run course marketing programs, registrations, and payments.

During training
Deliver live classroom, third-party site, and virtual classroom, webinars, and podcasts; provide recorded and archived courses; and offer self-paced eLearning training.

Post Training
Conduct student surveys and certifications; integrate with CRM and ERP systems; cross-sell and up-sell other courses; and report, reconcile, and recognize revenue.

Customize the look and feel of your course offerings
It's simple to create your own custom look and feel with Litmos Commerce. With built-in branding capabilities, Litmos Commerce lets you flexibly create sites that your customers and partners will instantly recognize as yours.
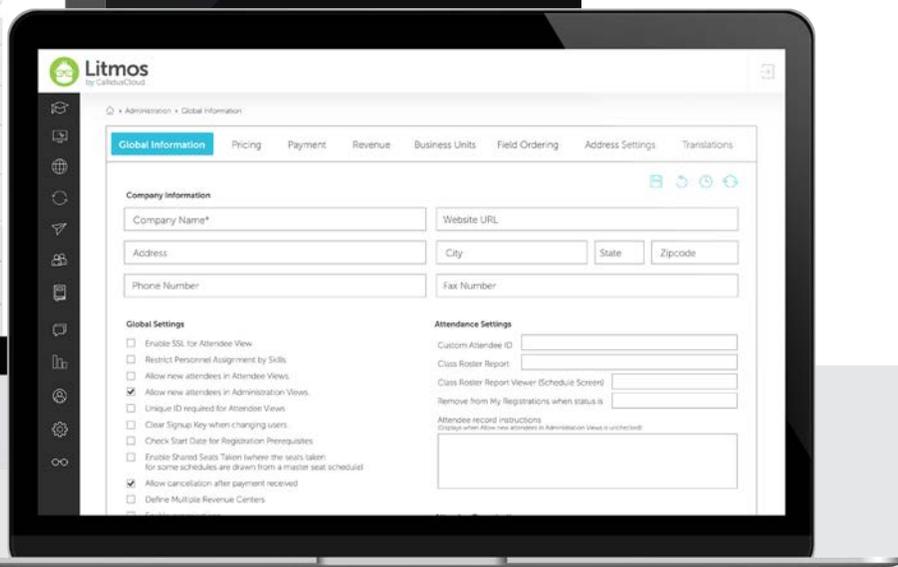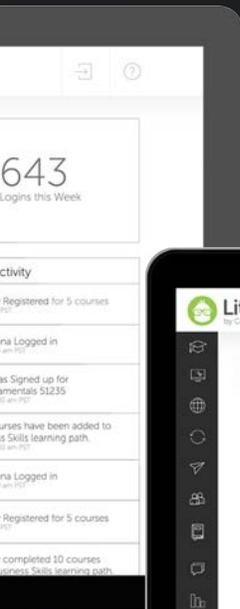
Integrate with leading CRM, finance, and back-office apps
Because one size doesn't fit all, Litmos Commerce includes a robust, open API to easily integrate or connect with leading CRM, ERP, and financial systems, so you can seamlessly push in transactional data—such as invoice numbers, amounts and dates—for specific business processes, ensuring data accuracy and consistency.

Manage subscriptions
Litmos Commerce lets you easily package libraries of courses to sell on a subscription basis. You get the flexibility of packaging options such as course selection, pricing, expiration dates, discounts, group access limits, number of active learners, and more, and your customers and partners can view the entire array of available courses.
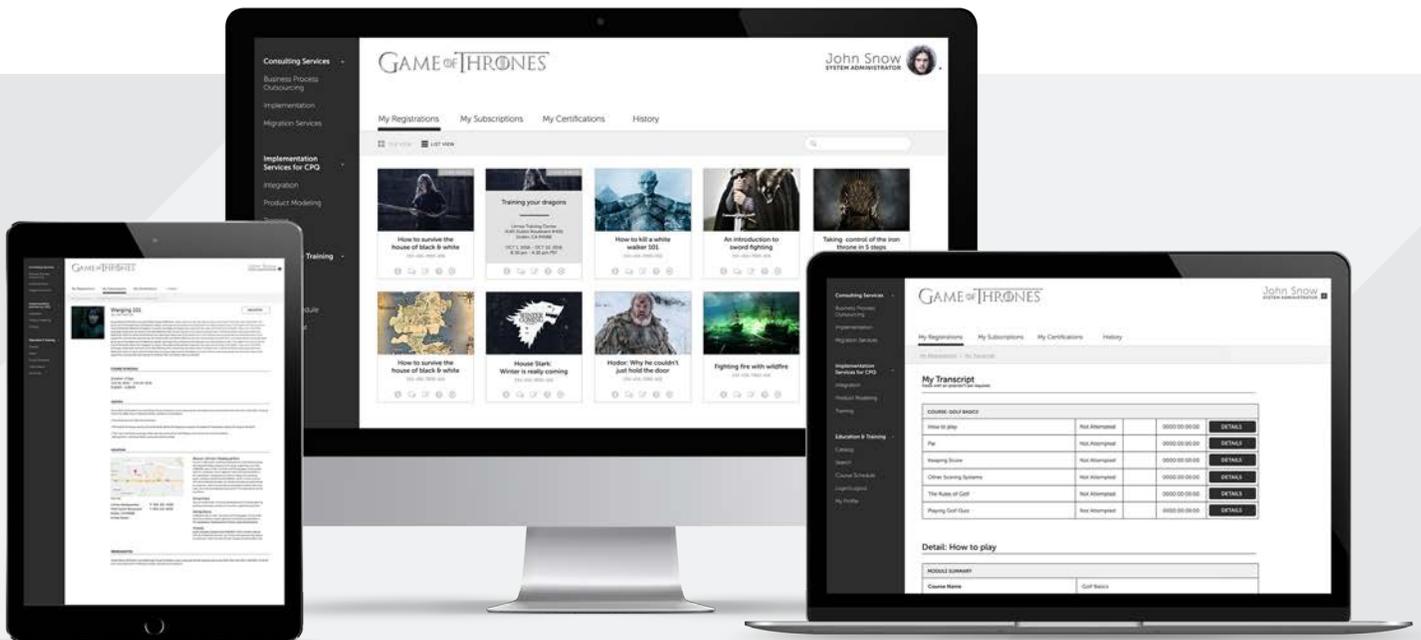
Support global language, currency, & taxation requirements

Delivering global training requires managing different languages, pricing and discounting strategies, multiple currencies and taxation regulations, and more—and Litmos Commerce does all of these seamlessly. With support for more than 28 languages and 100 currencies, you can rest assured that Litmos Commerce has you covered. What's more, global taxation support enables real-time tax calcuations for services and taxation in one transaction, so your learners can use a credit card to pay the full amount, including tax, upfront, without delayed billing or additional charges.

Deliver your training any way you—and learners—want

Litmos Commerce supports all four major training delivery methods: classroom, virtual classroom, eLearning, and on-demand, and includes features specific to each method to help you manage every aspect of your training. Easily schedule instructors and check conflicts for physical classroom training. Litmos Commerce tightly integrates with major web conferencing vendors such as WebEx, GoToTraining, and Adobe Connect, to deliver virtual classroom courses to your customers and partners when, where, and how they want it.

Litmos, which is now part of SAP, is the world's fastest-growing enterprise learning solution. It unifies learning management, the extended enterprise, and prepackaged content in an innovative platform to meet any organization's internal and external training needs. Built to help learning organizations achieve success, Litmos is highly secure, focuses on the end user, and provides time to value three times faster than traditional learning solutions. Over four million users in more than 130 countries and 28 languages use Litmos to optimize their learning and development, improve performance, and monetize training.

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