

Industry: Technology
Use Case: Customer Training, Partner Training

nCino banks on SAP Litmos' **intuitive user interface** to train stakeholders

nCino is a revolutionary bank operating system providing significant ROI and competitive advantage for the banking and credit union industries. The company provides a cloud-based platform for banks to drive increased profitability, productivity, regulatory compliance, and operating transparency.

nCino offers a product that is very specific to the community banking and its credit union market, and quickly realized the need to offer comprehensive training on the product to employees, customers and partners. The company offers face-to-face training, but in order to provide up-to-date training to users across the country as nCino's software is updated and enhanced, a new more efficient eLearning process had to be adopted.

The team chose SAP Litmos because of its intuitive user interface and the ability to generate complete reports that could be automatically sent to internal users and third parties. Because the nCino Customer Success and Training team was able to increase the value and effectiveness of its training, customer experience and adoption was higher with all stakeholders. nCino was able to put together a solid online training program for all of their customers and even provides completion certificates so learners are completely involved in the process.

Learn more at www.litmos.com
+1 (925) 251-2220 | sales@litmos.com

© 2019 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. These materials are provided for information only and are subject to change without notice. SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See www.sap.com/copyright for additional trademark information and notices.



User engagement

nCino was able to put together a solid online training program for all of their customers and provide completion certificates so learners are completely involved in the process.



Global adoption rate

nCino now enjoys a much higher adoption rate of its platform for all users across its customer base.



Cost savings

Due to the changing nature of the business, nCino was able to save thousands of dollars on hard copy training materials by simply updating online training content as needed.