



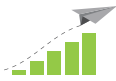
# Customer Success Story

GIGYA

## GIGYA

**Industry:** Technology

**Sector:** Employee Training



### The Results

#### Cost Savings

Gigya has cut its costs by at least 50% compared to their previous LMS.

#### Training Time Cut in Half

With content uploading into the system right away, Gigya's training went from roughly two days to less than one.

#### User Buy-in

Gigya went from almost no one using their previous training system to gaining almost 100 users—and growing.

“The cost, usability and step-by-step navigation made Litmos a no-brainer for us. Litmos was easy to deploy and has benefited our employees greatly for ongoing sales training.”

**Kyle Ketelsen**

Enterprise Business Development Manager

## Litmos Enables Gigya to Train and Onboard Employees Quickly and Effectively

Gigya, Inc.'s Customer Identity Management Platform helps brands build better customer relationships by turning unknown site visitors into known, loyal and engaged customers. The company enables businesses to increase registrations and identify customers across devices, consolidate data into rich customer profiles, and provide better service, products and experiences by integrating data into marketing and service applications.

Gigya serves global enterprises across a variety of industry verticals including media, eCommerce, travel, health, publishing, finance, and education. The company was founded in 2006 and is headquartered in Mountain View, California.

### The Challenge

Gigya previously used an LMS that had many internal errors. Navigation wasn't easy, the company wasn't happy with the UI, and employees ultimately felt discouraged to use the solution. Training then had to be done completely manually, which ended up being time consuming and costly for the company to be paying for a system that wasn't being used.

When looking for a new LMS, Gigya searched for a cost effective system that is not only user friendly, but also shows analytics that are easy to understand and includes solid reporting capabilities. They ultimately needed a training solution that would motivate managers to create courses and encourage employees to complete them.

### The Solution

Litmos has helped Gigya deliver training to their employees quickly and effectively, increasing the usage among their staff by almost 100%, and enabling them to not only onboard their employees, but also have a continued training process.

“The cost, usability and step-by-step navigation made Litmos a no-brainer for us. It is easy for admins to use, whether they are adding or removing people from the system, or creating courses and tasks for their teams to complete,” reports Kyle Ketelsen, Enterprise Business Development Manager at Gigya. “Litmos was easy to deploy and has benefited our employees greatly for ongoing sales training.”

Introducing a new and improved online learning platform has made their training process skyrocket with nothing but positive feedback from employees using the solution.