



# Customer Success Story

COUPA



**Industry:** Technology

**Sector:** Employee, Customer, and Partner Training



## The Results

### Expanded Audience

Went from serving one audience to serving three different audiences – employees, customers and partners.

### Content Consolidation

Consolidated their content from many different places into one central location.

### Robust Reporting

Now able to access, track and understand learning behavior.

“The feedback we received from learners is phenomenal. They love the look of the content and overall user experience.”

**Jonathan Fear**

Director of Training and Certification Services

## Litmos LMS Empowers Coupa to Fulfill Their Training Vision

Founded in 2006, Coupa Software is the leading provider of cloud-based applications for finance. Their 400+ customers, based in over 40 countries, use Coupa's suite of cloud applications to amplify their spending power and reduce costs.

Only Coupa provides a true suite of cloud applications for finance, including procurement, expense management, and accounts payable. These applications enable their customers to launch the solution immediately and quickly realize significant savings.

## The Challenge

Coupa always had a vision of what they wanted but had been unable to achieve it with their previous LMS. They didn't have good control of their content and were serving a limited audience, which restricted their training needs and their future training goals.

Coupa needed to replace their current LMS with a true cloud-based provider that would help them take their training to the next level and ensure that all of their needs were addressed in the best and most efficient way possible.

## The Solution

Litmos understood Coupa's vision and helped them reach those goals. Since deploying Litmos LMS, Coupa has expanded their training program, enabling all areas of their organization with a successful, ongoing training process. All training materials are now easily available inside the platform and many more choices are available for Coupa learners.

“Coupa's core value is customer success and by choosing Litmos, we feel like they too have contributed to our success,” states Jonathan Fear, Director of Training and Certification Services.