

celonis

Celonis Doubles their Learners and Increases CSAT Scores to 80%

Dedicated programs for four audiences deliver training to 220k happy learners across 200 countries.

THE CHALLENGE

With the goal of delivering training to a variety of external audiences, Celonis knew it had to pivot away from an LMS focused on internal enablement, and towards one that championed a variety of use cases. Celonis was struggling with a solution without the level of eCommerce capabilities they required, and they needed a truly customizable front-end experience, extensibility, and localization.

THE SOLUTION

Today, the Celonis Academy offers education for four separate audiences through Thought Industries' multi-tenant feature, Panorama. And thanks to the platform's flexible payment models, Celonis has created a direct revenue stream through certifications, and with deeper integrations and true extensibility, workflows are far more efficient.

THE RESULTS

49k

partner certifications facilitated, as well as webcasts, VILT, practitioner exams, and hands-on test environments.

220k

active learners across four distinct audiences and 200 regions. Localized content in six languages.

80%

CSAT scores since migration, proving the value of the revamped Celonis Academy to its learners.



We've been able to curate a truly meaningful learning journey for each audience, and integrate hands-on access to software so that learners can directly apply theory in practice to solidify their learning. Using Thought Industries' authoring tool, the Academy's materials are extensive and much simpler to maintain, including easy-to-consume courses and guided tours through the software. Many assets are now available in six languages, across 200 regions."

**Leonie Martin,
Lead Learning and Enablement
Analyst, Celonis**

Thought Industries has not only provided the scale potential for Celonis to thrive but has also become an essential partner in their growth and success. Reach out now to learn how we can do the same for your business at thoughtindustries.com/demo.