![nintex logo]

INDUSTRY
Enterprise Software

EMPLOYEES
500+

HEADQUARTERS
Bellevue, WA

WEBSITE
nintex.com

TOP METRIC
34% reduction in support cases on accounts that have 5+ training activities

Digital Process Automation Leader Secures 150+% Higher ARR for Trained Customers and 34% Decrease in Support Cases

Nintex is the global leader for process management and automation. With the Nintex Platform, clients accelerate progress on their digital transformation journeys.

Skilljar and Nintex partnered to significantly decrease "how-to" support tickets and uncover relationships between revenue and training.

![skilljar logo]

Customer training made simple   (→) **Request a Demo**

> The key benefit for us is what I call agility. The speed with which we can develop and deploy content to our customers, partners and employees is fantastic. We have a small team to manage the Skilljar platform and develop content, so it's important that they would be able to do that really efficiently, and Skilljar does that beautifully for us.

— Alistair Cloke, Vice President of Customer Success Programs

Challenge

Prior to partnering with Skilljar, Nintex customers and partners around the world were often unable to find training when and where they needed it. There was no standard curriculum, and limited on-demand training available that prepared students for Nintex certifications. As a result, Nintex needed to take more direct responsibility for training customers and partners, as well as provide a solution to internal training needs.

Nintex ultimately needed a better student experience and more reliable data for their customer, partner and internal training programs.

Goals

- Decrease time-to-value for customers (defined as time to workflow creation)
- Increase revenue and forecast accuracy
- Reduce support tickets, costs and churn
- Streamline customer, partner and internal training
- Increase partner certifications
- Deepen product usage

Solution

Based on these challenges and needs, Skilljar and Nintex partnered to create Nintex Learning Central, a customized, single-sign-on (SSO)-protected training platform with built-in Salesforce integration. Offering on-demand content as well as self-service portals, Nintex Learning Central enables customers to stay apprised of product development updates, leading to more renewals and less churn.

Given the three multiple target audiences for Nintex, Skilljar also helped create three different portal domains, one for internal training, one for channel partners and one for customers

Results

With the new training platform, Nintex has seen measurable success across each of their goals, from significantly decreasing "how-to" support tickets, to uncovering relationships between revenue and training that are truly noteworthy.

- 150+% higher annual, recurring revenue with customers who have been trained through the Nintex Platform as compared to those who are unengaged in training
- 34% reduction in support cases on accounts that have five or more training activities

In recognition of the Nintex Learning Central platform, the company received Skilljar's Impact Award at Skilljar's inaugural customer and partner conference, Skilljar Connect.