



CASE STUDY

Powering a Tech Learning Revolution in Software User Training at **Litera**

KEY POINTS

CHALLENGES

- Complex Software Ecosystem
- Global User Base
- Rapid Technology Changes
- Diverse User Skill Levels
- Ineffective Onboarding

BENEFITS

- Comprehensive Resource Library
- Flexible Learning Options
- Continuous Learning Platform
- Multi-level Training Support
- Increased User Engagement
- Scalable, Enterprise-Wide Learning

*"The **rapid adoption** of the platform speaks to both its effectiveness and our clients' appetite for **quality learning resources**. The **speed of implementation** was remarkable, but what's truly impressive is the **sustained engagement** we're seeing.*

*This comprehensive approach ensures our clients can access **the right type of training at the right time**, ultimately helping them **maximize their investment** in Litera's solutions."*

MIKE PLUMB

Director of Customer Enablement

OBJECTIVES

Litera, a global legal tech provider, needed to solve critical training challenges for its 2.3 million users. The company sought a platform that could deliver comprehensive, accessible learning across its complex software ecosystem. Key requirements included first-class onboarding, flexible learning options, and keep users updated on rapid changes.

The solution needed to support multi-level training for administrators and end-users, creating an engaging learning experience to help legal professionals maximize their technology investments. Implementing a scalable LMS, Litera aimed to transform traditional training approaches and provide versatile, continuous learning opportunities.

SOLUTIONS

Litera partnered with Inteltek for a Learning Management System that addressed their training needs. Deployed in just three months, the solution quickly provided a centralized platform for software user training. Key features included a **comprehensive resource library, certification program, and live training calendar**.

The LMS supports **multiple learning modalities** to accommodate diverse user needs, from **self-paced online resources to instructor-led training**. This approach enables flexible, accessible learning for people at different skill levels, supporting both new users and experienced administrators.

Within 12 months, the platform saw a remarkable impact: **user engagement increased by 500%**, with **2,500+ active users** and nearly **8,000 course completions**. The platform delivered **8,726 hours of online learning** and offered **731 hours of instructor-led training**, effectively transforming Litera's approach.

This partnership created a **scalable and tailored learning system** that transcends traditional training by providing targeted, versatile learning experiences. By understanding unique needs and leveraging specialized technology, the solution **improves proficiency, enhances adoption, streamlines onboarding, supports continuous learning, and helps maximize investments**.