Learning Experience Platform (LXP) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2022

September 2022: Complimentary Abstract / Table of Contents

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Background of the research

Learning and Development (L&D) has never been more crucial for organizations than it is today. The pressing need to upskill/reskill the workforce at scale and the increased focus on personalizing the learning experience for employees have led to the emergence of solutions such as LXP in the market. These platforms mark a fresh approach to corporate learning that makes learning more engaging and accessible for employees. At the same time, they help talent managers foster a culture of continuous learning throughout their organization and transition to a data-driven and skills-based learning landscape.

The LXP market is currently thriving, with several vendors operating in the space including next-generation start-ups and traditional learning management system players that have diversified to provide a holistic learning experience to users. These platforms are evolving rapidly, with providers increasing the breadth and depth of their functionalities/offerings and global outreach to better serve the clients.

In this research, we focus on:

- Everest Group's LXP Products PEAK Matrix® evaluation, a comprehensive assessment of 15 LXP technology vendors
  - 2022 LXP PEAK Matrix
  - Technology vendor capability assessment
- Remarks on key strengths and limitations for each LXP technology vendor

Scope of this report

Coverage
Across all industries, geographies, and buyer segments

Vendors
Coverage across 15 LXP vendors

Assessment
Assessing LXP products available in the market for independent licensing. Operational information and product information as of March 2022

This report is based on two key sources of proprietary information

- Proprietary database of LXP vendors
- The database tracks the following elements of each contract:
  - Breadth and depth of the product functionalities
  - Analytics, reporting, and dashboards
  - Investments and innovations
  - Partnerships with service providers and other technology vendors
  - Support in terms of product training, maintenance, and other support services
  - Availability and adoption of commercial model(s)
  - Portfolio coverage in terms of industry, geography, process areas, and buyer size
  - Vendor performance in terms of revenue and clients

- Demonstrations and interactions with LXP vendors and other industry stakeholders
- Detailed demos and interviews with LXP vendors for a comprehensive view of the products
  - Interviews with vendors' reference clients
  - Executive-level discussions with vendors that cover:
    - Current state of the market
    - Opportunities and challenges
    - Expected direction of movement in the industry
    - LXP vendor vision and roadmap
  - Executive-level discussions with industry enablers / specialist system integrators to get the buyer perspective and to reaffirm the findings from other sources
  - Conference meetings with enterprise LXP buyers to understand:
    - Vision and objectives
    - Buying criteria
    - Apprehensions and challenges
    - Outcomes achieved
    - Future direction

Vendors assessed[1]

absorb   Adobe   degreed

disprz   docebo   edcast by cornerstone

fuse universal   hownow   Infosys

knolyx   learn amp   learningpool

lemonadeLXP   totara   VALAMIS

1   Assessment for Docebo, Fuse Universal, HowNow, and Learning Pool exclude vendor inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, technology vendor public disclosures, and Everest Group's interactions with LXP buyers

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract-specific will only be presented back to the industry in an aggregated fashion

Overview and abbreviated summary of key messages

This report examines the Learning Experience Platform (LXP) technology vendor landscape. It provides a deep-dive analysis of where the providers stand in terms of their market impact and vision & capability. Based on the comprehensive Everest Group PEAK Matrix®, 15 LXP vendors are segmented into Leaders, Major Contenders, and Aspirants. Additionally, the report addresses enterprises' sourcing considerations and discusses key strengths and limitations of the vendors.

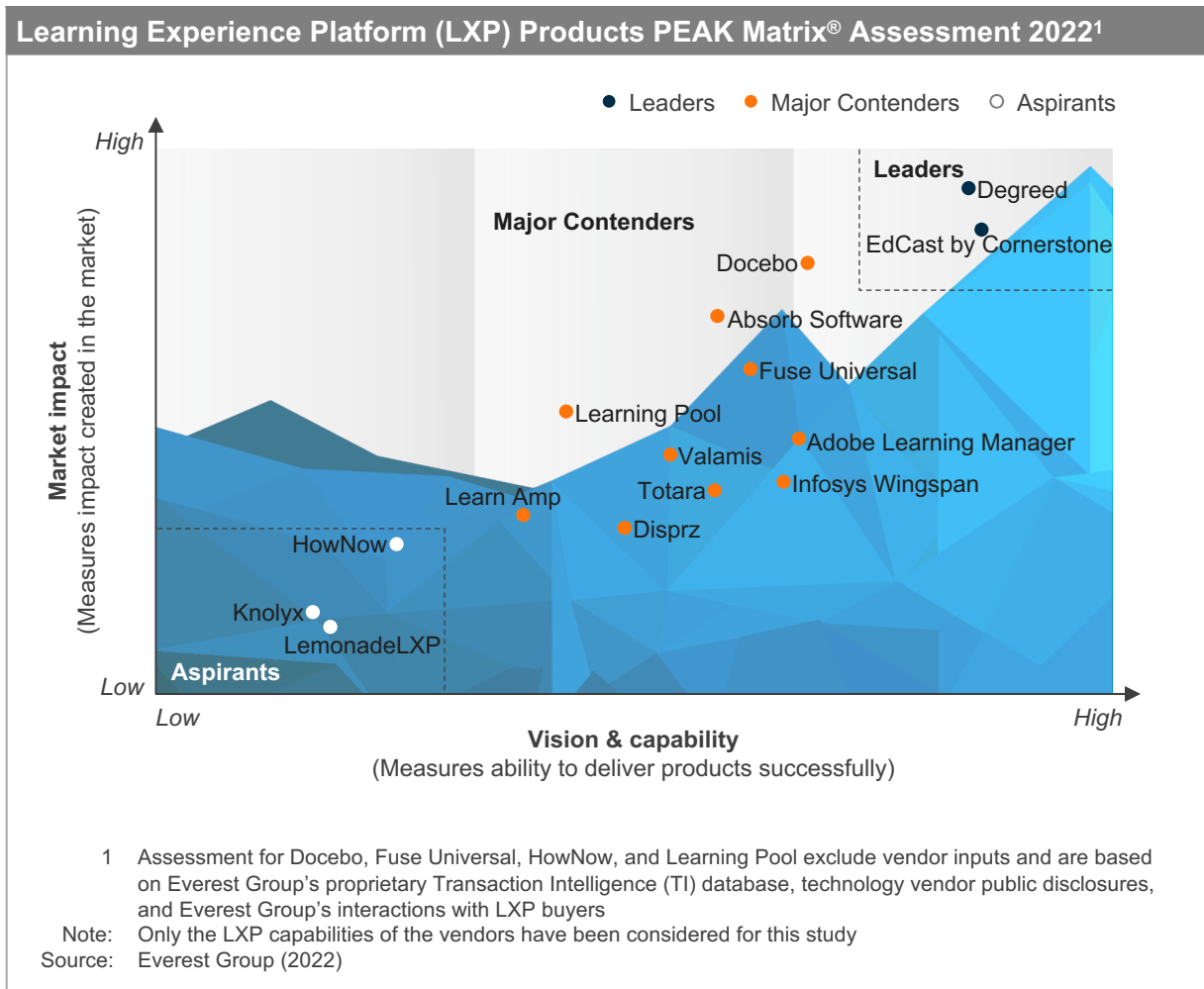**Some of the findings in this report, among others, are:**

LXP technology vendors position and growth

- Based on the 2022 LXP Products PEAK Matrix®, the segmentation of technology vendors is as follows (in alphabetical order within each category):
  - **Leaders:** Degreed and EdCast by Cornerstone
  - **Major Contenders:** Absorb Software, Adobe Learning Manager, Disprz, Docebo, Fuse Universal, Infosys Wingspan, Learn Amp, Learning Pool, Totara, and Valamis
  - **Aspirants:** HowNow, Knolyx, and LemonadeLXP

LXP technology vendors product capability

- Everest Group delineates each of the 15 technology vendor's strengths and limitations
- The in-depth commentary is intended to help technology vendors, enterprise buyers, and other stakeholders to understand the current situation and possible future direction of the technology vendor landscape

This study offers three distinct chapters providing a deep dive into key aspects of LXP market; below are three charts to illustrate the depth of the report

Learning Experience Platform (LXP) Products PEAK Matrix® Assessment 2022[1]

● Leaders   ● Major Contenders   ○ Aspirants

Market impact
(Measures impact created in the market)

High

Low

Leaders
● Degreed
EdCast by Cornerstone

Major Contenders
● Docebo
● Absorb Software
● Fuse Universal
● Learning Pool
● Adobe Learning Manager
● Valamis
● Infosys Wingspan
● Totara
● Learn Amp
● Disprz

Aspirants
○ HowNow
○ Knolyx
○ LemonadeLXP

Low —— High

Vision & capability
(Measures ability to deliver products successfully)

Capability assessment

Illustrative example

Measure of capability: ◔ Low ● High

Providers	Market impact				Vision & capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision & strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Provider 1	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑
Provider 2	◔	◑	◑	◑	◔	◑	◑	◑	◑	◑
Provider 3	◑	◕	◑	◑	◕	◑	◑	◑	◕	●
Provider 4	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑
Provider 5	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑
Provider 6	◑	◑	◑	◑	◑	◑	◑	◑	◕	◑
Provider 7	◑	◑	◑	◑	◑	◑	◑	◑	◑	◑
Provider 8	◔	◑	◑	◑	◕	◑	◑	◕	◑	◕
Provider 9	◔	◑	◑	◑	◑	◑	◑	◑	◑	◔

Everest Group's remarks on Technology Vendors

Illustrative example

Measure of capability: ◔ Low ● High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision & strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
◔	◑	●	◑	●	◑	◑	◑	●	◑

Strengths
- Vendor 1 offers a coaching system within the platform to allow targeted activities to improve employee behaviors, identify EX opportunities, and drive experience initiatives
- It can be used to conduct annual engagement surveys, periodic pulse surveys, lifecycle-based surveys, and ad hoc surveys. The platform offers off-the-shelf questions and categories, as well as the ability to create custom themes and surveys

Limitations
- Vendor 1 does not currently provide predictive analytics to understand attrition risk, absenteeism, and productivity. However, it seems to be investing in this direction
- Enterprises with a specific requirement to correlate employee engagement data with business metrics such as revenue and customer churn rate might not find their use case catered to

1 Assessment for Docebo, Fuse Universal, HowNow, and Learning Pool exclude vendor inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, technology vendor public disclosures, and Everest Group's interactions with LXP buyers

Note: Only the LXP capabilities of the vendors have been considered for this study
Source: Everest Group (2022)

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Research calendar
Human Resources Outsourcing

Reports title	Release date
Employee Experience Management (EXM) Platforms PEAK Matrix® Assessment 2022	March 2022
Multi-Process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2022	March 2022
Navigating Change with Technology for Better RoI	May 2022
Learning Experience Platforms (LXPs)	June 2022
360-degree Digital Adoption	June 2022
The Payroll Transformation Journey	June 2022
Employee Experience Management (EXM) Platforms – Technology Vendor Compendium 2022	June 2022
Multi-process Human Resources Outsourcing (MPHRO) Services – Service Provider Compendium 2022	June 2022
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2022	September 2022
Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US – Products PEAK Matrix® Assessment 2022	September 2022
Employer of Record (EOR) – Solutions Provider Landscape with PEAK Matrix® Assessment 2022	September 2022
Learning Experience Platform (LXP) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2022	**September 2022**
Multi-Country Payroll (MCP) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2022	Q3 2022
Employee Experience Management (EXM) State of the Market Report 2022	Q4 2022
Multi-Country Payroll Solutions (MCPS) – Solutions Provider Compendium 2022	Q4 2022
Employer of Record (EOR) – Solutions Provider Compendium 2022	Q4 2022

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