



INFO~TECH
RESEARCH GROUP

DATA QUADRANT REPORT

Learning Management - Enterprise

OCTOBER 2023

This report features: Cornerstone LMS | Canvas for Corporate Education | Adobe Learning Manager | Workday Learning | Oracle Learning | SAP SuccessFactors Learning

441
REVIEWS

6
PRODUCTS INCLUDED



Table of Contents

- 3 Data Quadrant
- 4 Category Overview
- 5 Vendor Capability Summary
- 7 Vendor Capabilities
- 19 Product Feature Summary
- 21 Product Features



How to Use the Report

Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Learning Management - Enterprise market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.


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Software Directory

LEARNING MANAGEMENT - ENTERPRISE SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.

Learning Management - Enterprise Software

 Adobe Learning Manager

 Canvas for Corporate Education

 Cornerstone LMS

 Oracle Learning

 SAP SuccessFactors Learning

 Workday Learning





Assess vendor and product performance at a glance and use the SoftwareReviews Data Quadrant to identify which products and vendors are leading the pack and which are trailing.

SOFTWARE REVIEWS Data Quadrant



LEARNING MANAGEMENT - ENTERPRISE

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

Category Overview

This page provides a high level summary of product performance within the Learning Management - Enterprise category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
1	Cornerstone LMS	8.6/10	+87	3% NEGATIVE 90% POSITIVE	79%	81%	86%	121
2	Canvas for Corporate Education	8.6/10	+94	-- NEGATIVE 95% POSITIVE	78%	82%	86%	39
3	Adobe Learning Manager	8.0/10	+84	3% NEGATIVE 87% POSITIVE	77%	78%	81%	144
4	Workday Learning	7.8/10	+79	3% NEGATIVE 82% POSITIVE	77%	77%	82%	90
5	Oracle Learning	7.4/10	+84	6% NEGATIVE 90% POSITIVE	70%	74%	79%	23
6	SAP SuccessFactors Learning	7.0/10	+71	8% NEGATIVE 79% POSITIVE	69%	69%	78%	24
AVERAGE SCORES		7.9/10	+83	4% NEGATIVE 87% POSITIVE	75%	77%	82%	74

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Cornerstone LMS	79%	78%	82%	80%	79%	78%	81%	79%	78%	77%	80%	79%
Canvas for Corporate Education	78%	80%	76%	81%	76%	82%	78%	78%	74%	77%	71%	84%
Workday Learning	78%	79%	76%	77%	77%	81%	77%	77%	77%	75%	78%	79%
Adobe Learning Manager	77%	79%	77%	79%	76%	78%	76%	76%	75%	77%	76%	77%
Oracle Learning	70%	74%	64%	72%	72%	66%	71%	71%	72%	73%	69%	68%
SAP SuccessFactors Learning	69%	74%	67%	71%	65%	65%	70%	75%	75%	58%	69%	71%
CATEGORY AVERAGE	75%	77%	74%	77%	74%	75%	75%	76%	75%	73%	74%	76%

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Learning Management - Enterprise software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

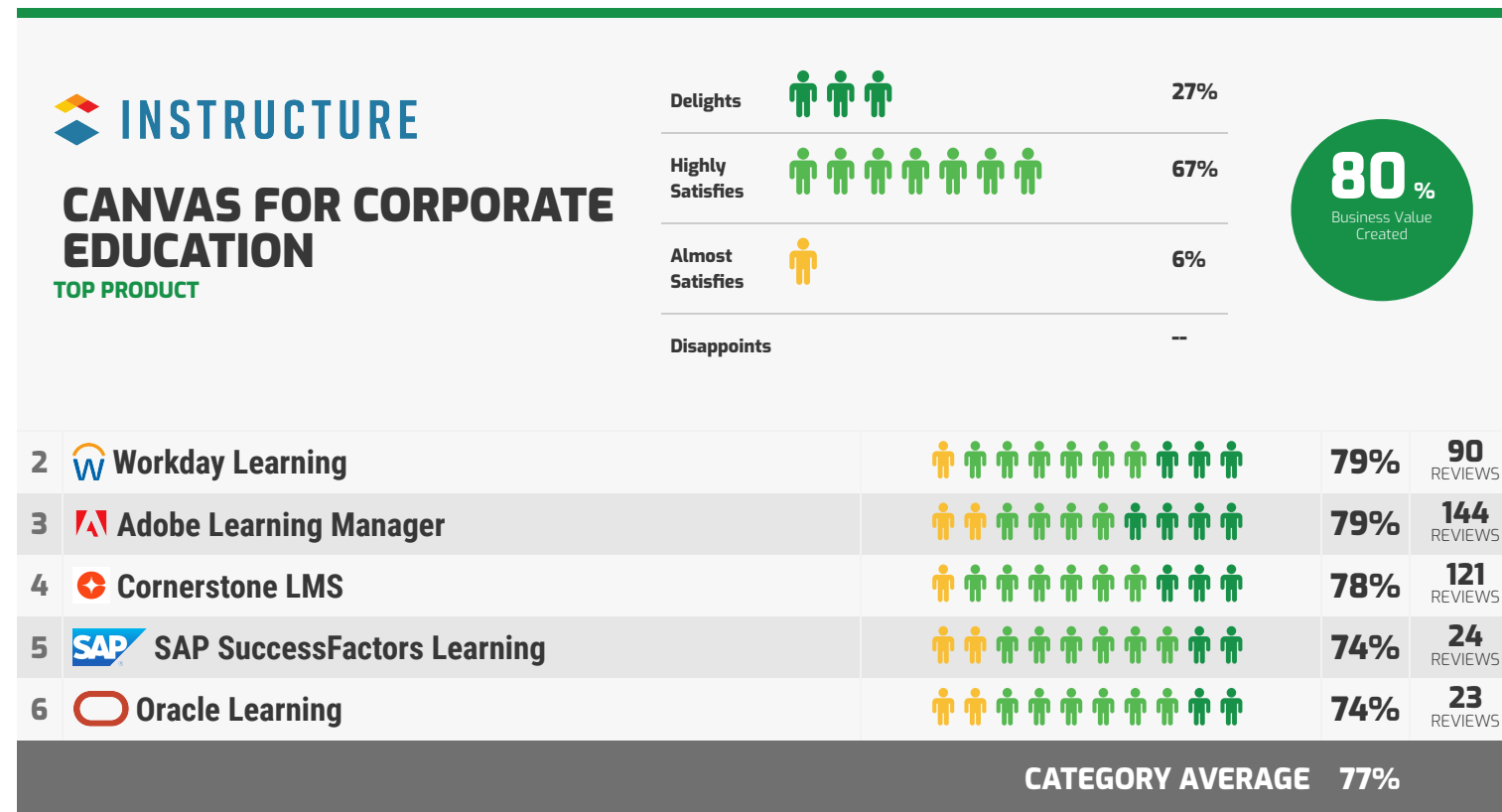
Business Value Created	<p>The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.</p>	Vendor Support	<p>The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.</p>
Breadth of Features	<p>Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.</p>	Ease of Data Integration	<p>The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.</p>
Quality of Features	<p>Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.</p>	Ease of Administration	<p>Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.</p>
Product Strategy and Rate of Improvement	<p>Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.</p>	Ease of Customization	<p>Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.</p>
Usability And Intuitiveness	<p>End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.</p>	Availability and Quality of Training	<p>Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.</p>
		Ease of Implementation	<p>Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.</p>

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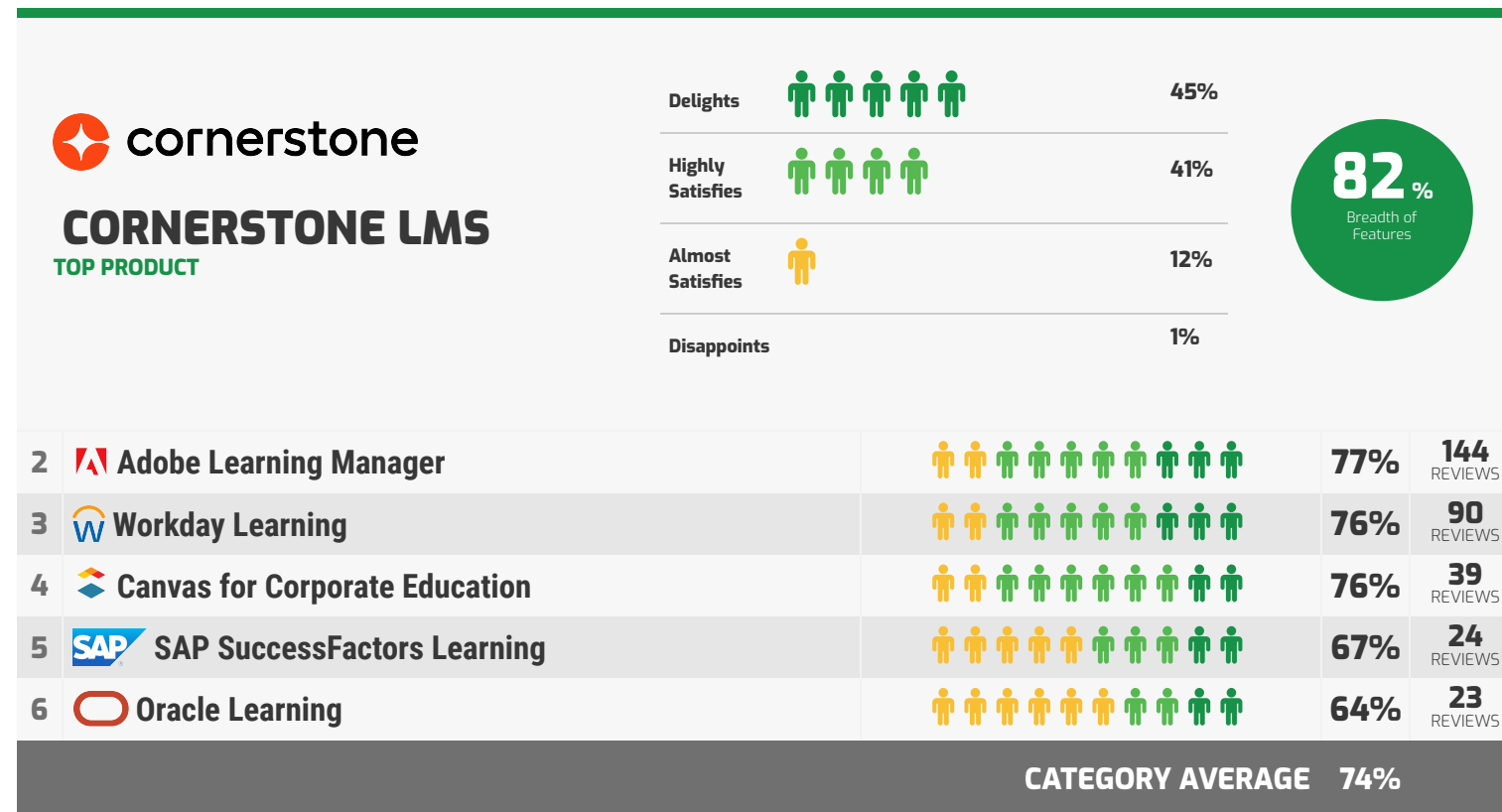


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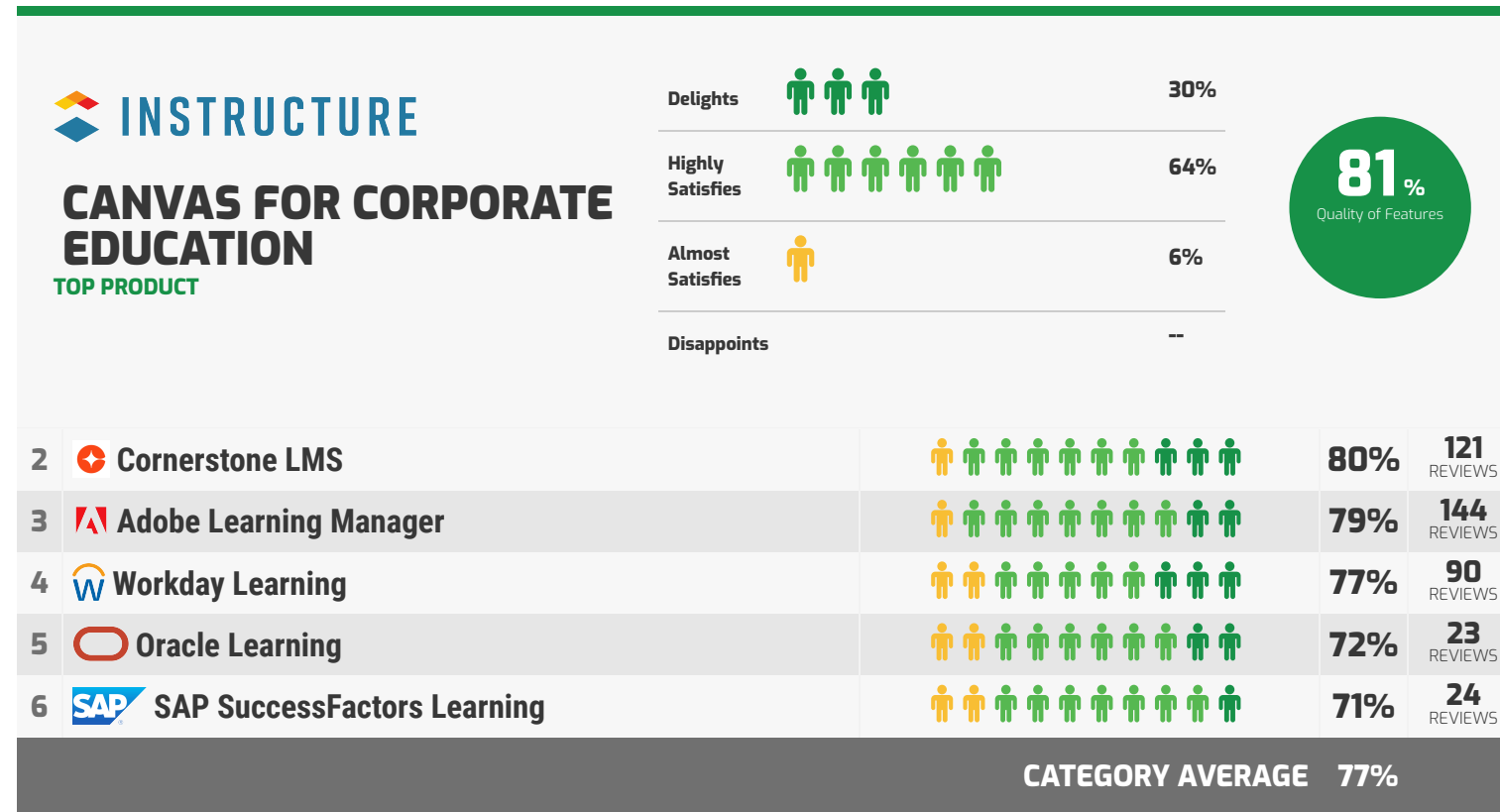


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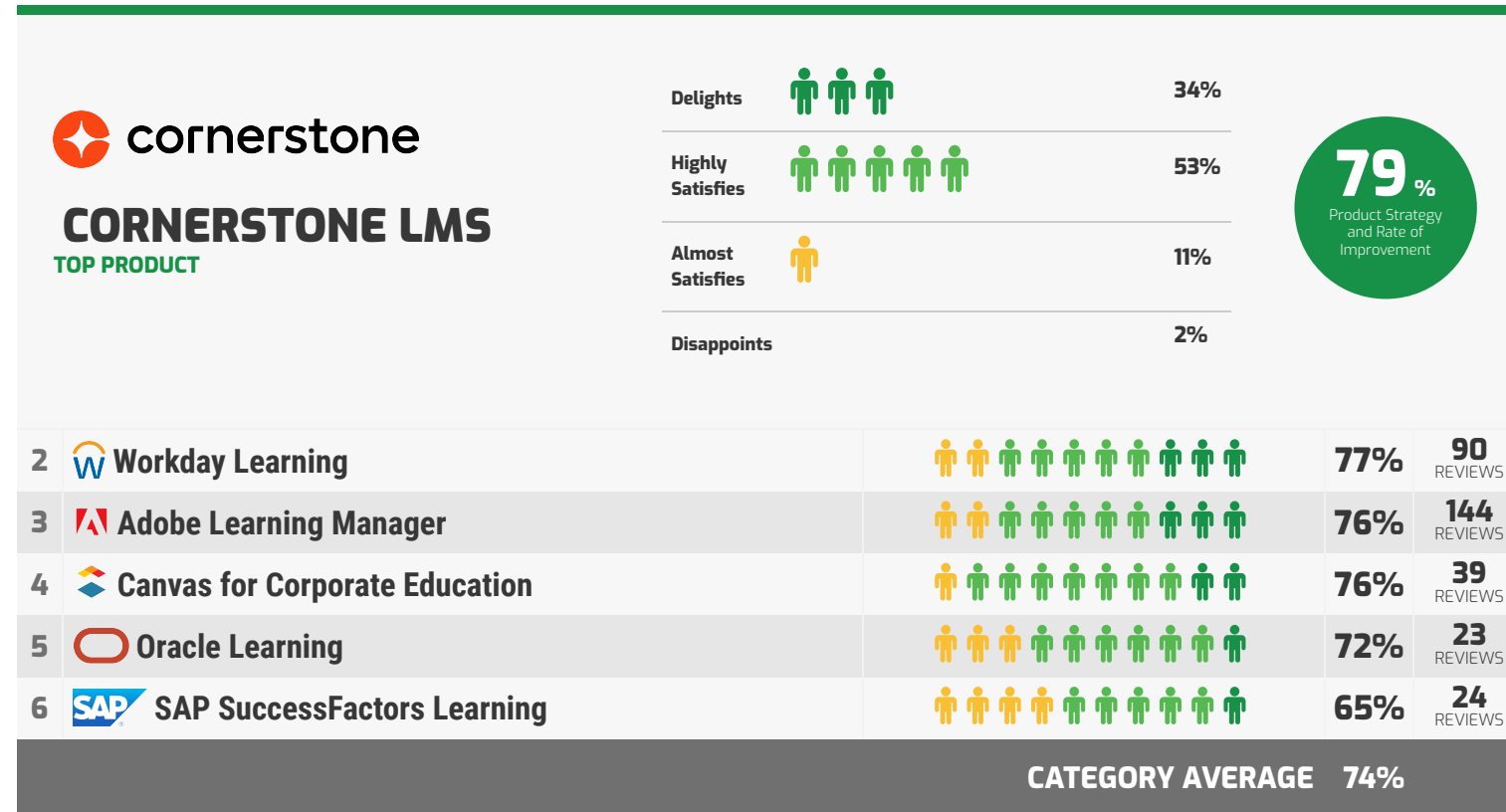


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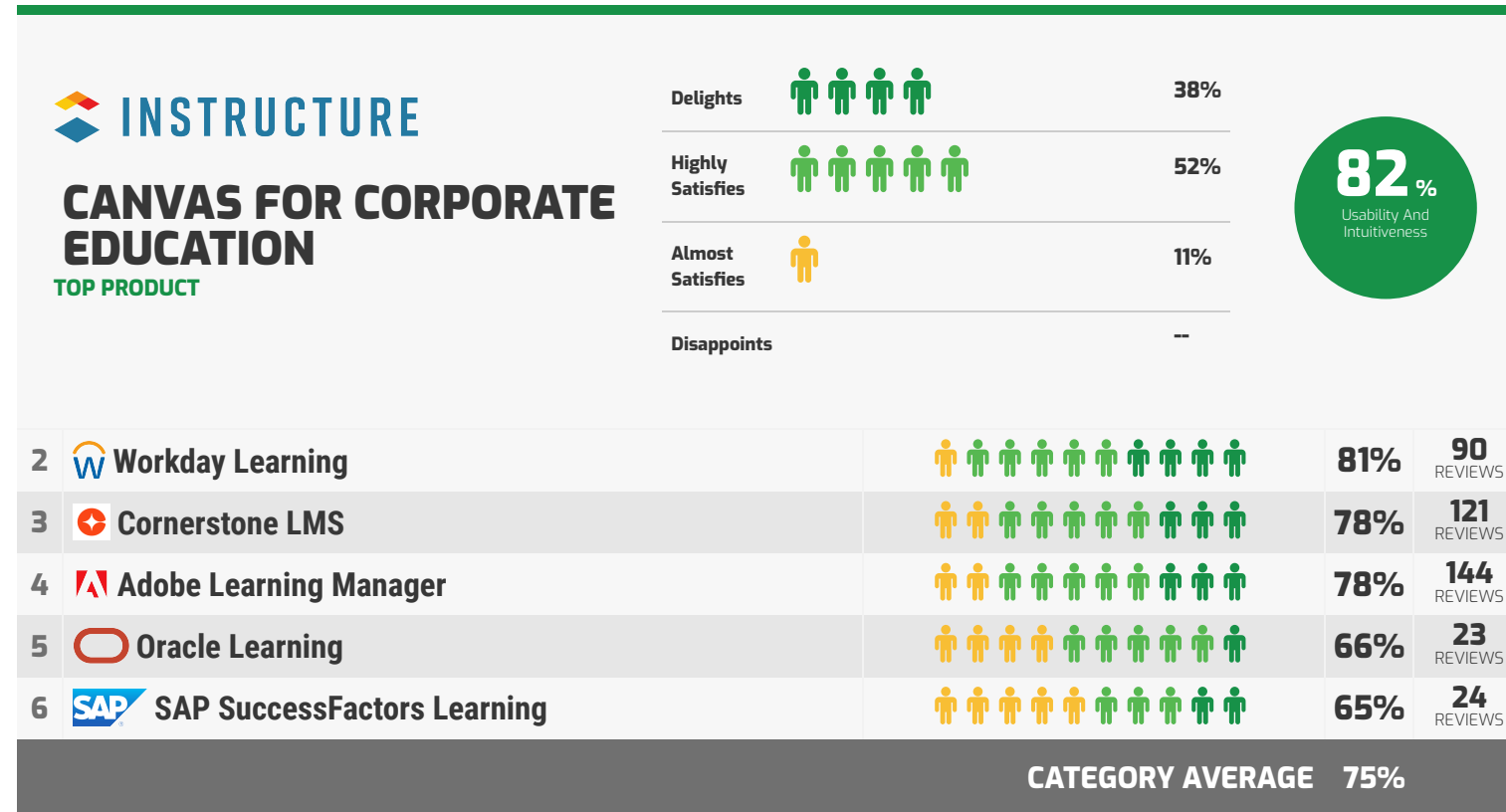


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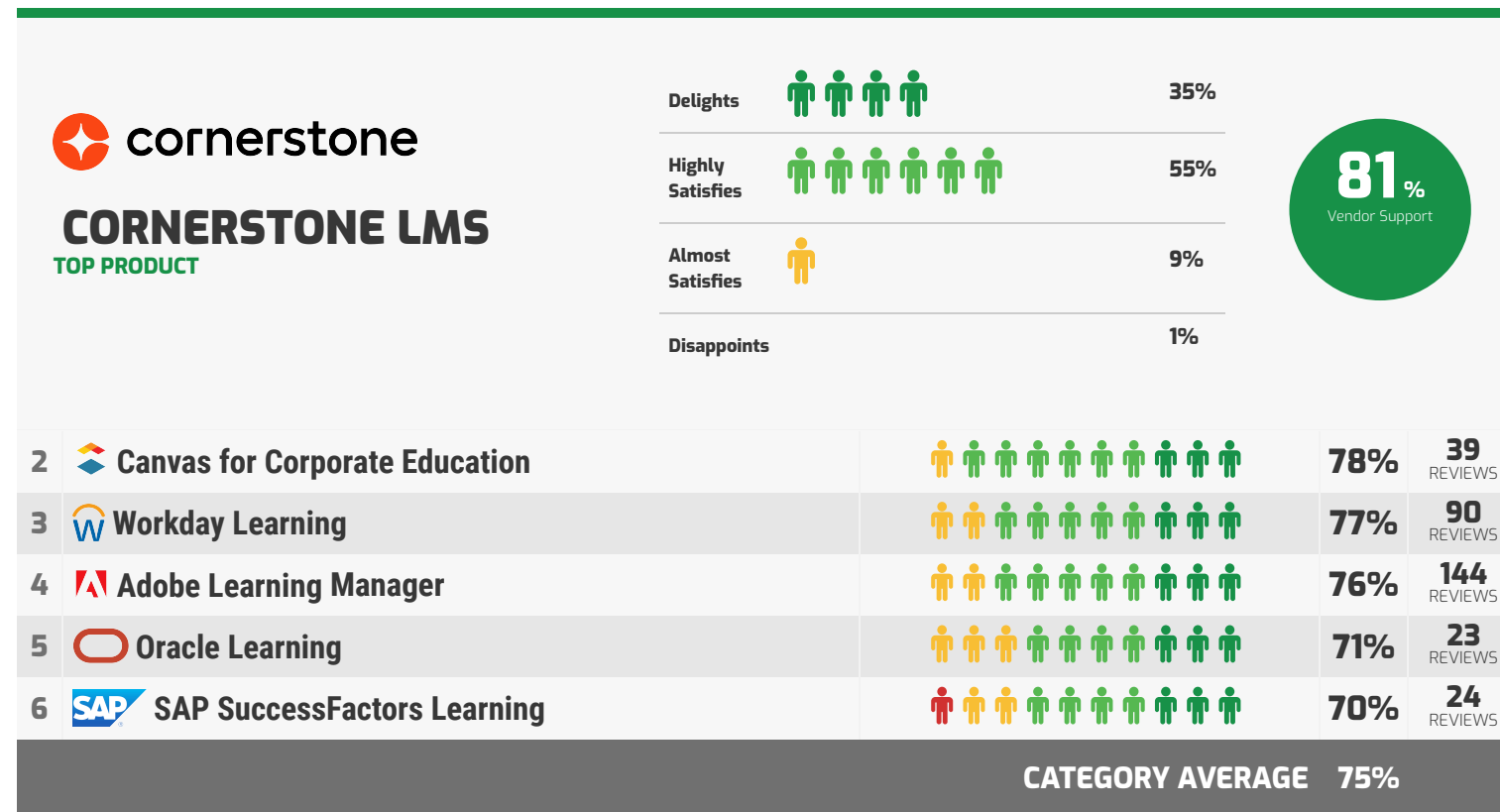


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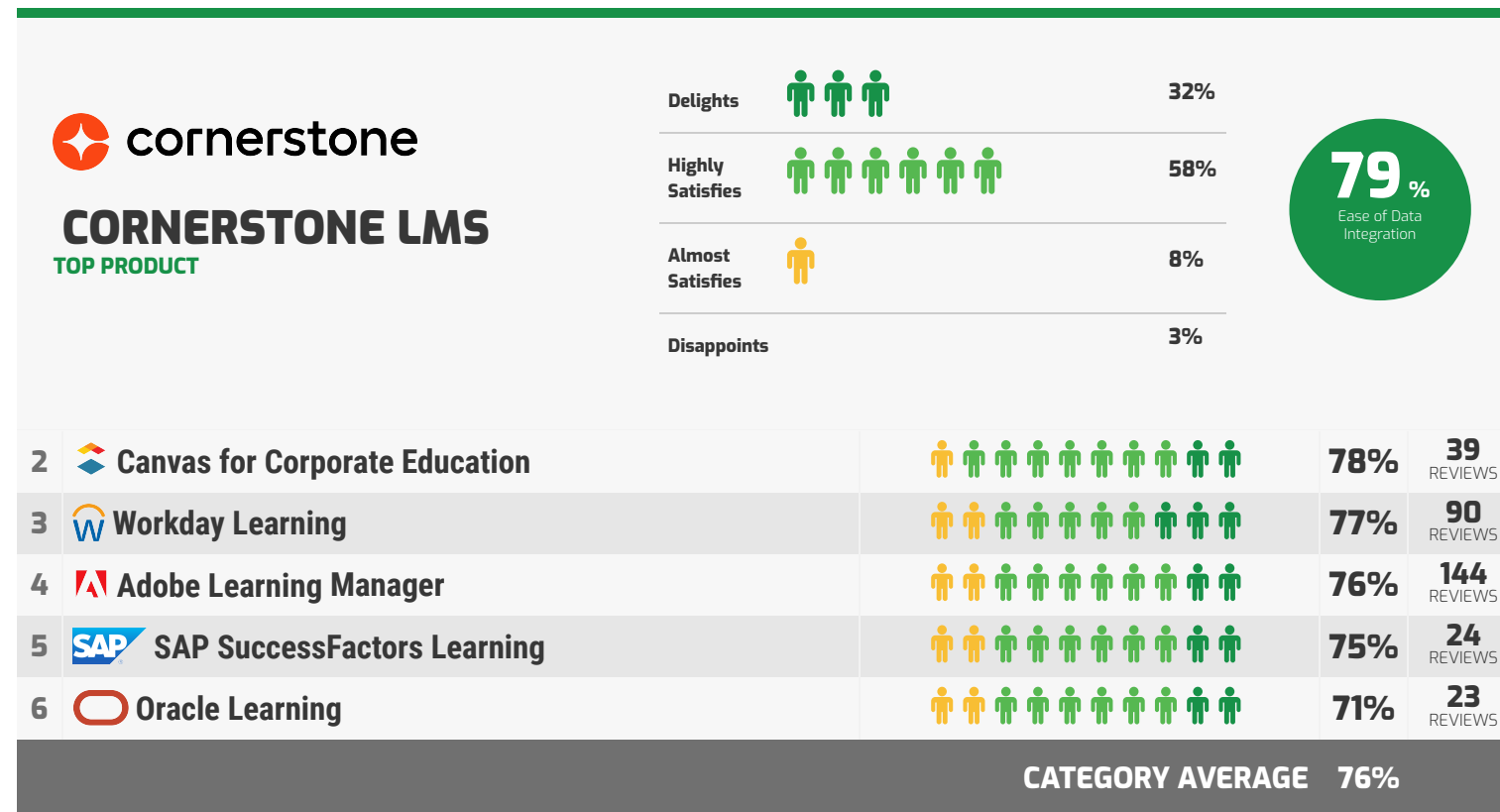


Vendor Capability Satisfaction

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Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

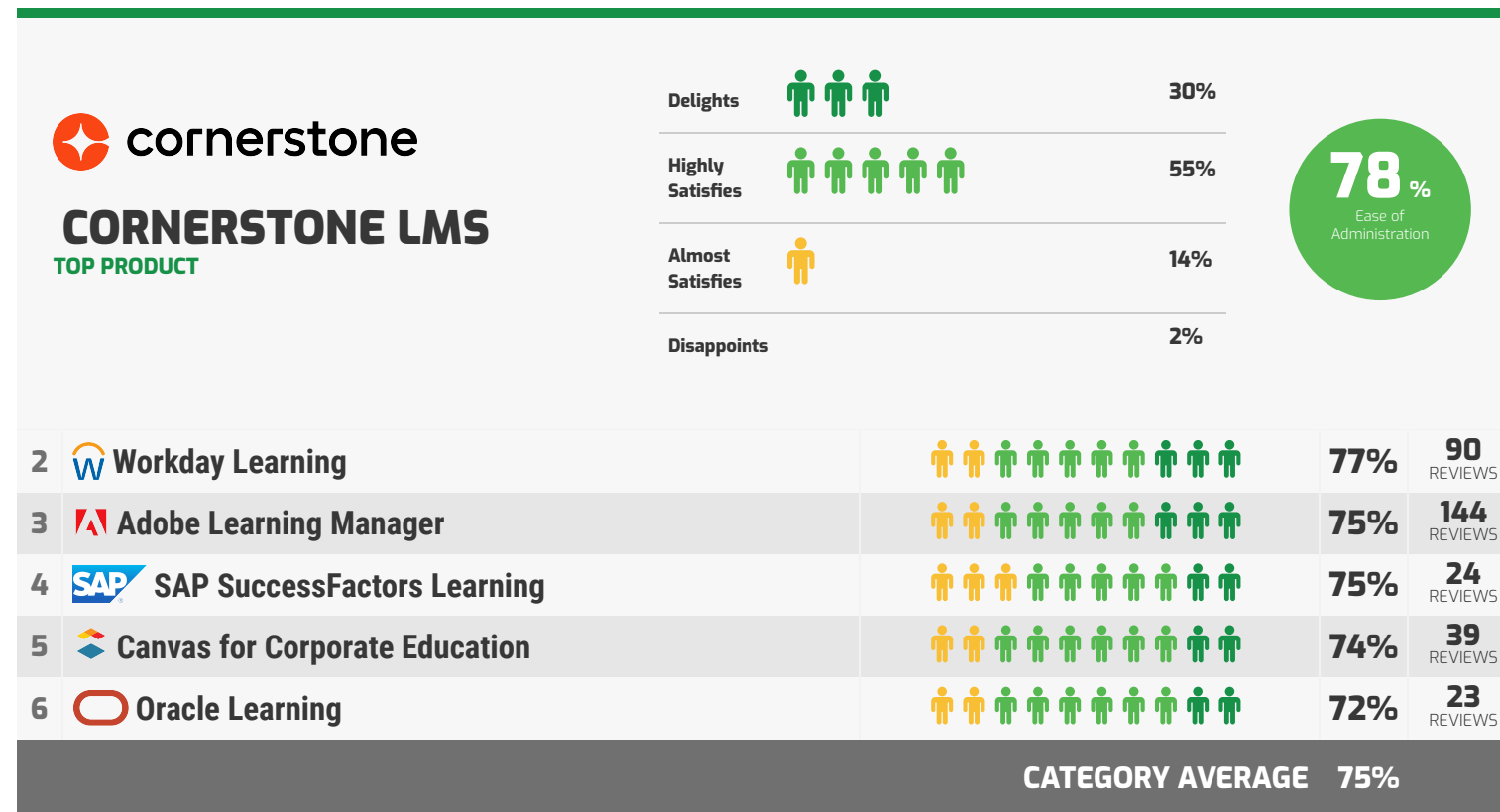


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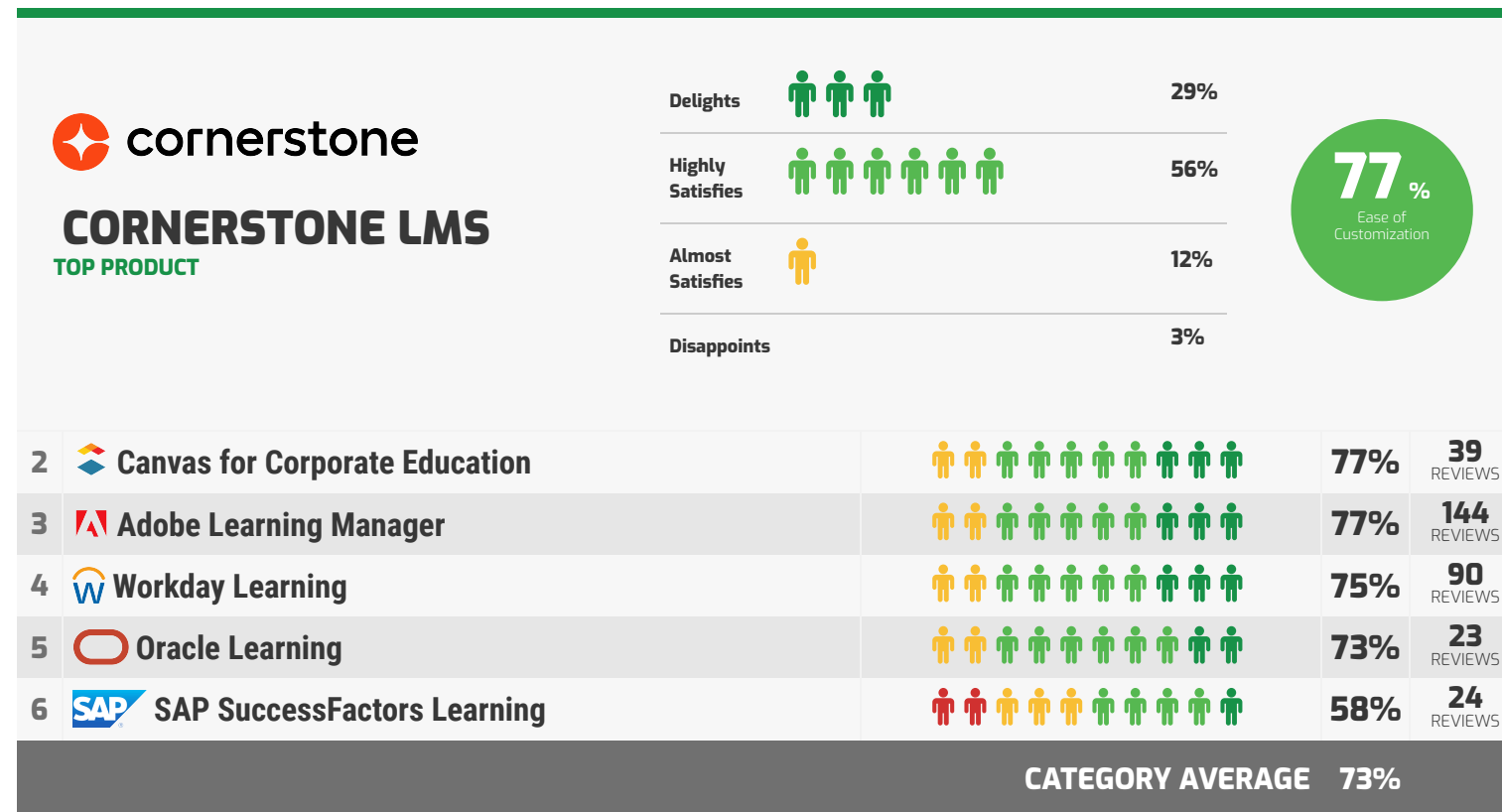


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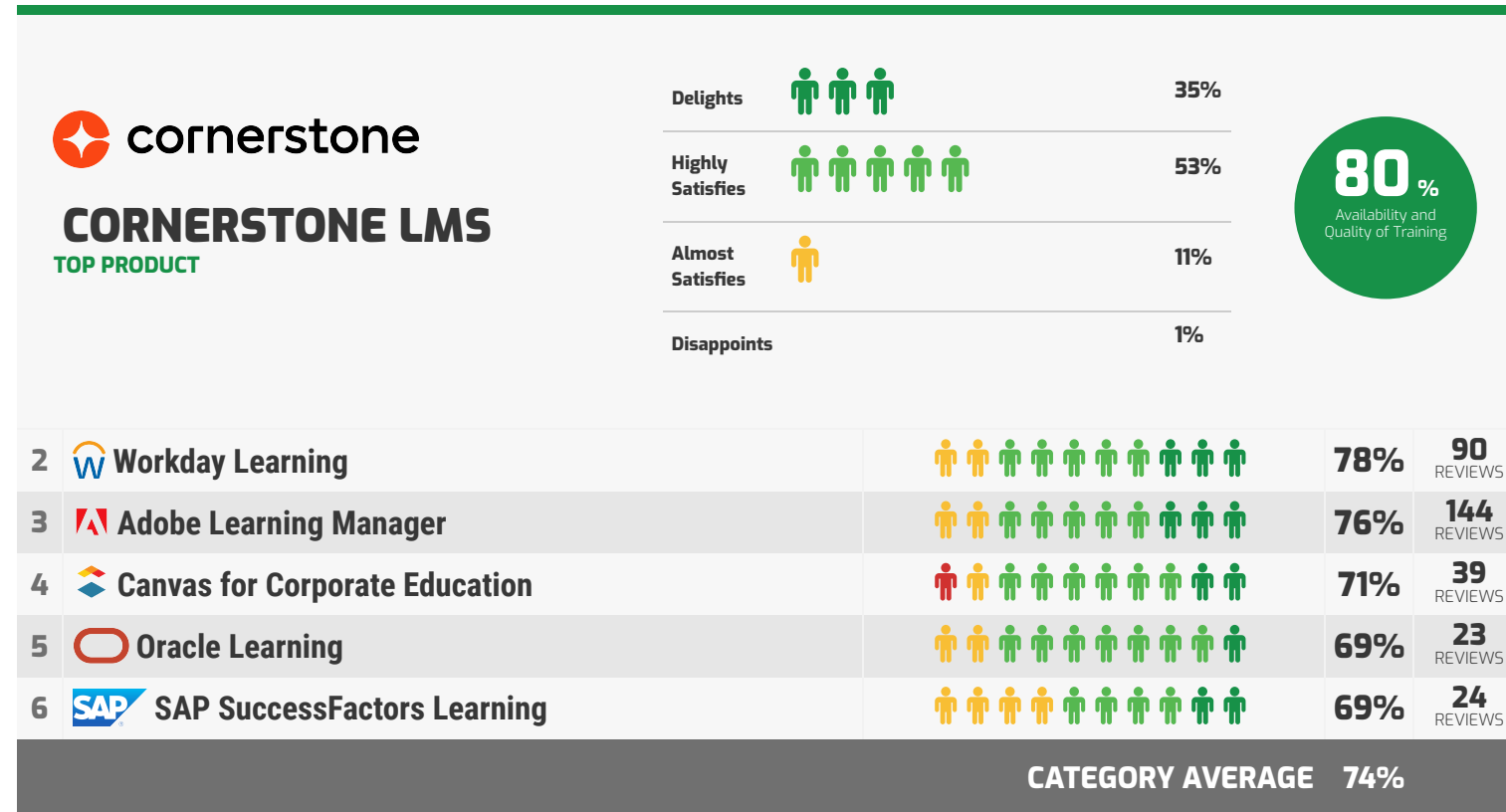


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This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

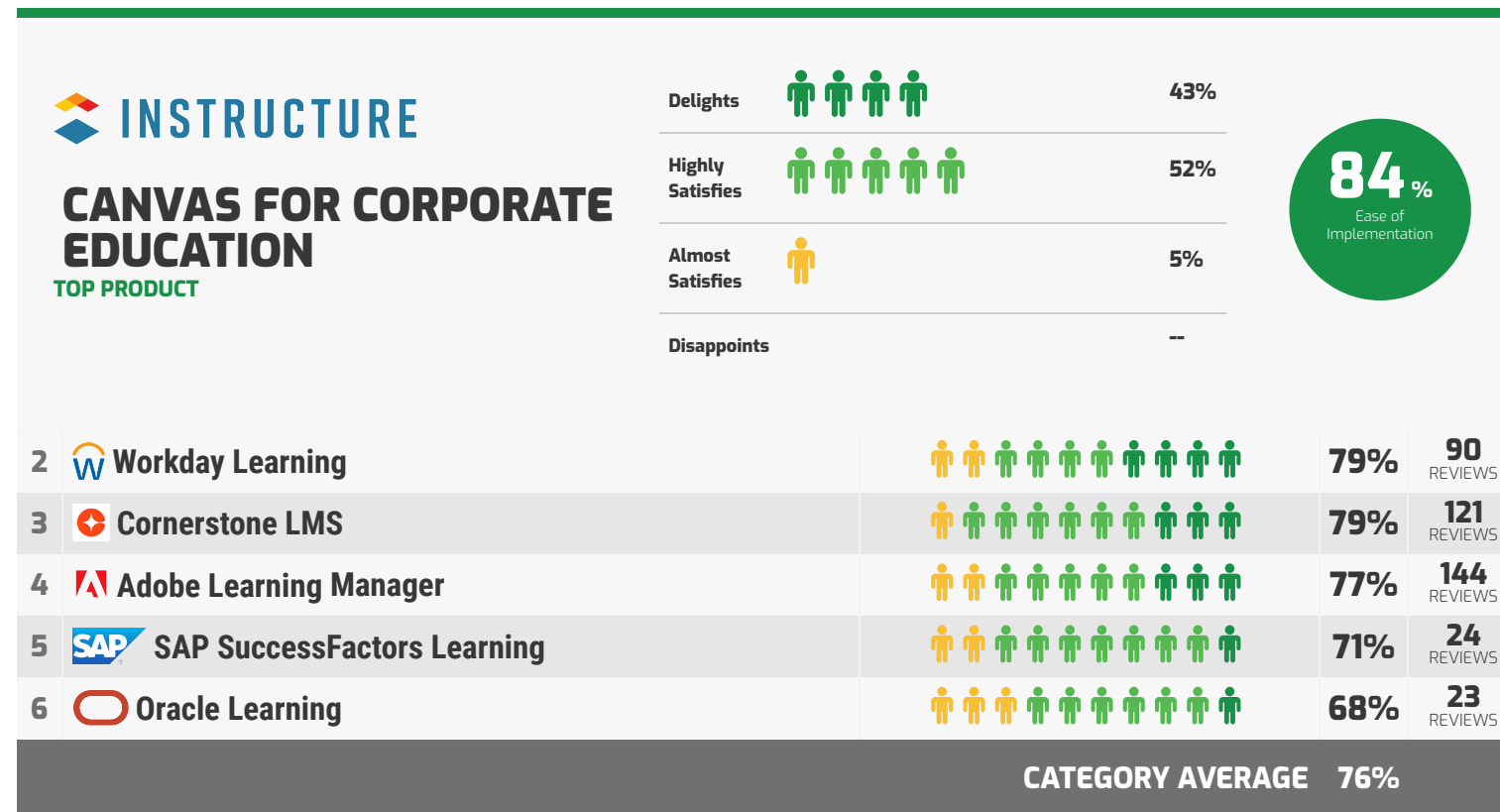


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Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.



Product Feature Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	ANALYTICS AND REPORTING	ASSESSMENTS AND QUIZZES	CONTENT CREATION	CONTENT MANAGEMENT	COURSE MANAGEMENT	
Canvas for Corporate Education	82%	81%	85%	79%	82%	84%	
Cornerstone LMS	81%	86%	77%	79%	84%	80%	
Adobe Learning Manager	78%	78%	82%	77%	76%	78%	
Workday Learning	77%	77%	75%	74%	79%	82%	
Oracle Learning	74%	80%	75%	75%	71%	68%	
SAP SuccessFactors Learning	69%	58%	76%	62%	73%	75%	
CATEGORY AVERAGE	77%	77%	78%	74%	78%	78%	

Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	CUSTOMER PARTNER TRAINING	GRADEBOOK	INSTRUCTOR LED TRAINING	INTERNATIONAL SUPPORT	LESSON PLANNING	STUDENT COLLABORATION
Canvas for Corporate Education	82%	85%	85%	85%	61%	80%	84%
Cornerstone LMS	81%	79%	77%	81%	83%	85%	76%
Adobe Learning Manager	78%	78%	78%	76%	77%	81%	81%
Workday Learning	77%	82%	76%	83%	84%	81%	76%
Oracle Learning	74%	64%	75%	78%	70%	75%	64%
SAP SuccessFactors Learning	69%	71%	59%	74%	73%	74%	61%
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Product Feature Satisfaction

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Product Features

This table lists and describes all the features that are evaluated in the Learning Management - Enterprise software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features

Analytics and Reporting

Includes historical & real-time dashboard visualizations, detailed & summary reporting and easy data extraction for data analysis.

Assessments and Quizzes

Includes time and attempt limits, question banks, block progression, and certificates.

Standard Features

Customer Partner Training

includes ability to share content externally with partners and customers

Gradebook

Includes an individual's marks, progress, and overall appraisal.

Instructor Led Training

Includes content and training materials in a virtual or a physical setting.

Content Creation

Provides tools for creating content to be used and shared on the platform.

Content Management

Includes collaboration, check-in/check-out, and version control.

Course Management

Includes course descriptions, course requirements, and materials.

International Support

includes ability to support multiple languages concurrently

Lesson Planning

Includes an objective, content, method, and evaluation of a particular lesson.

Student Collaboration

Includes ability to view, share, and direct work between co-workers and students in or near real-time.

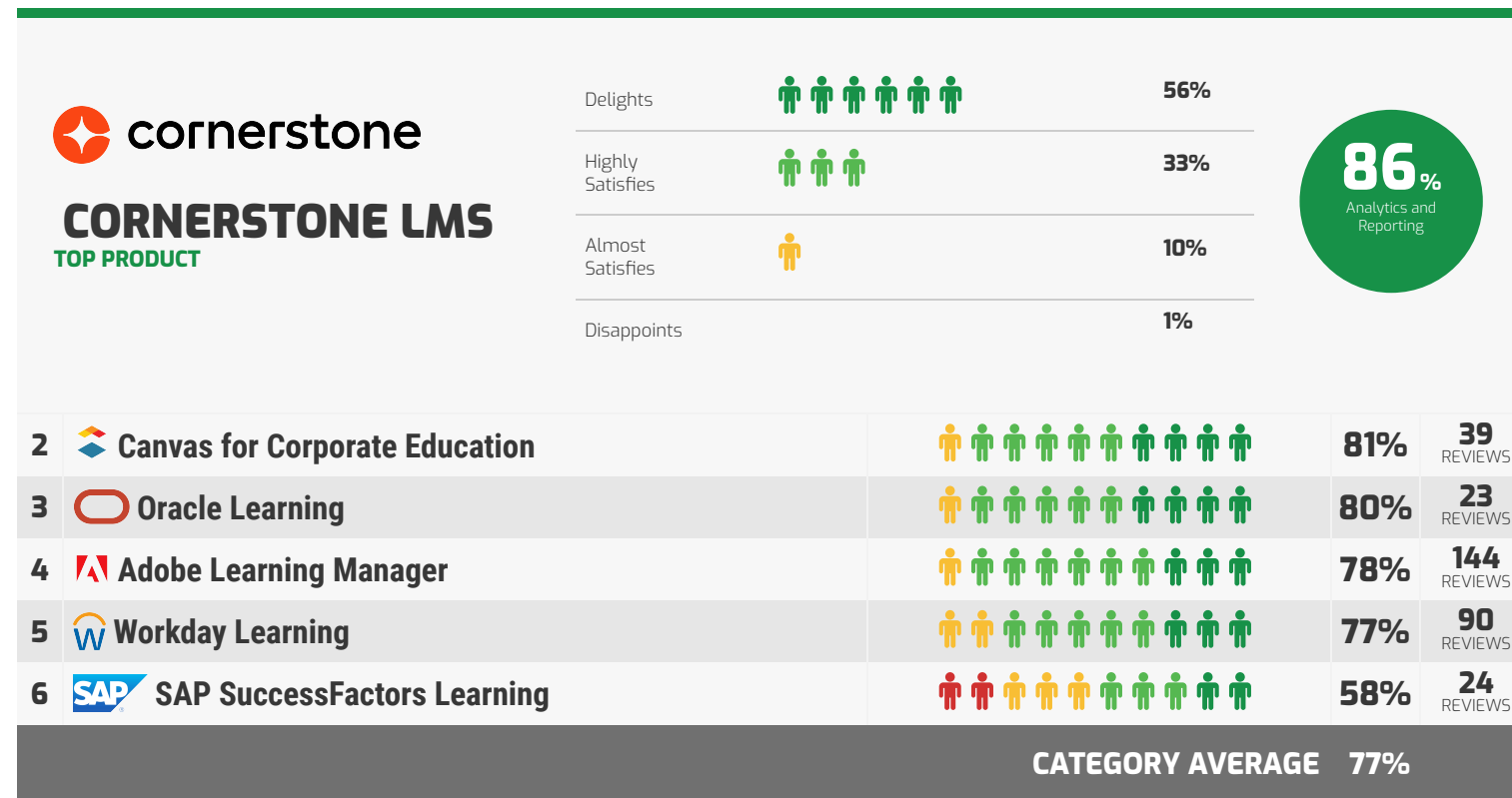
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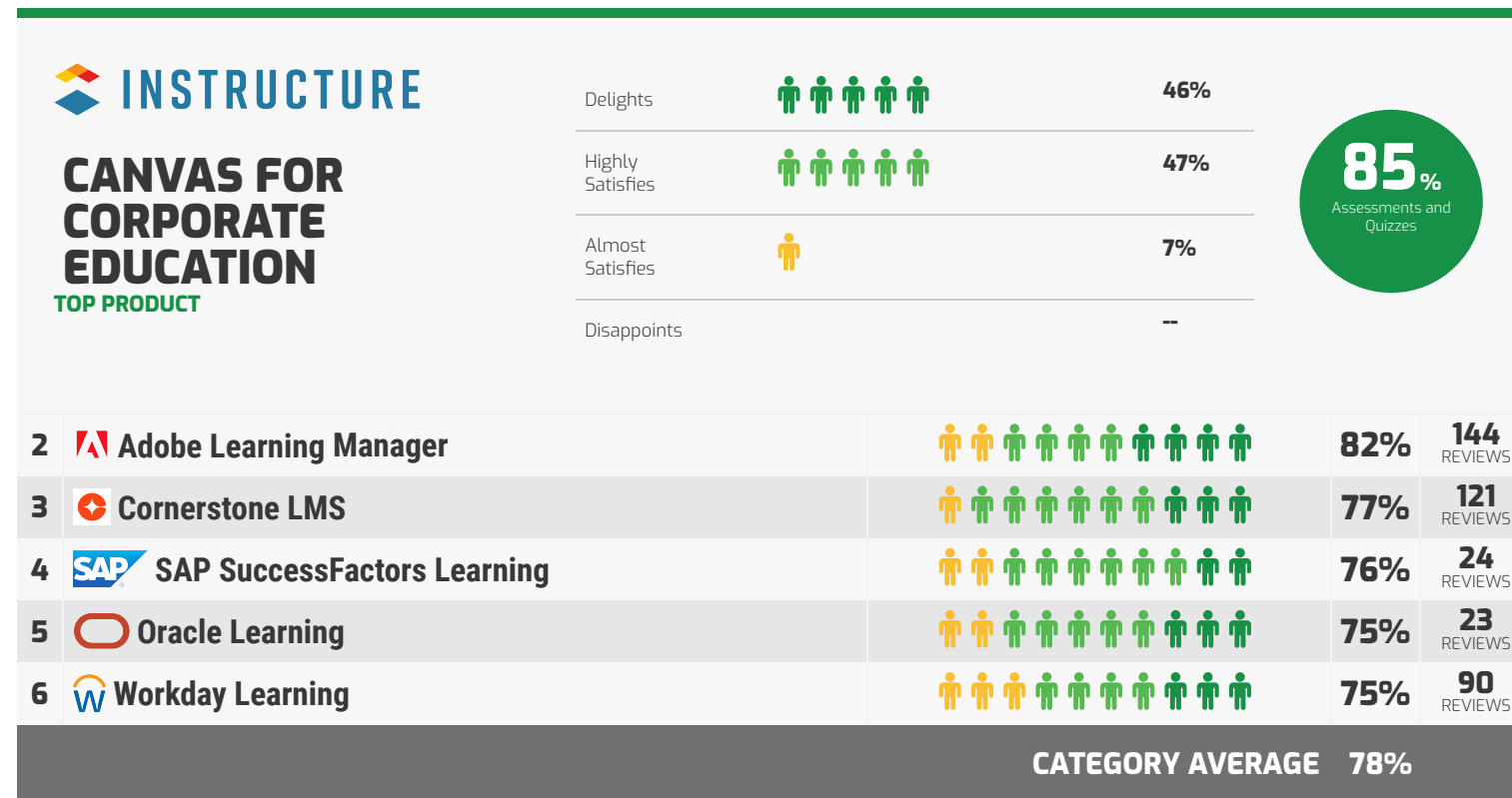
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Assessments and Quizzes

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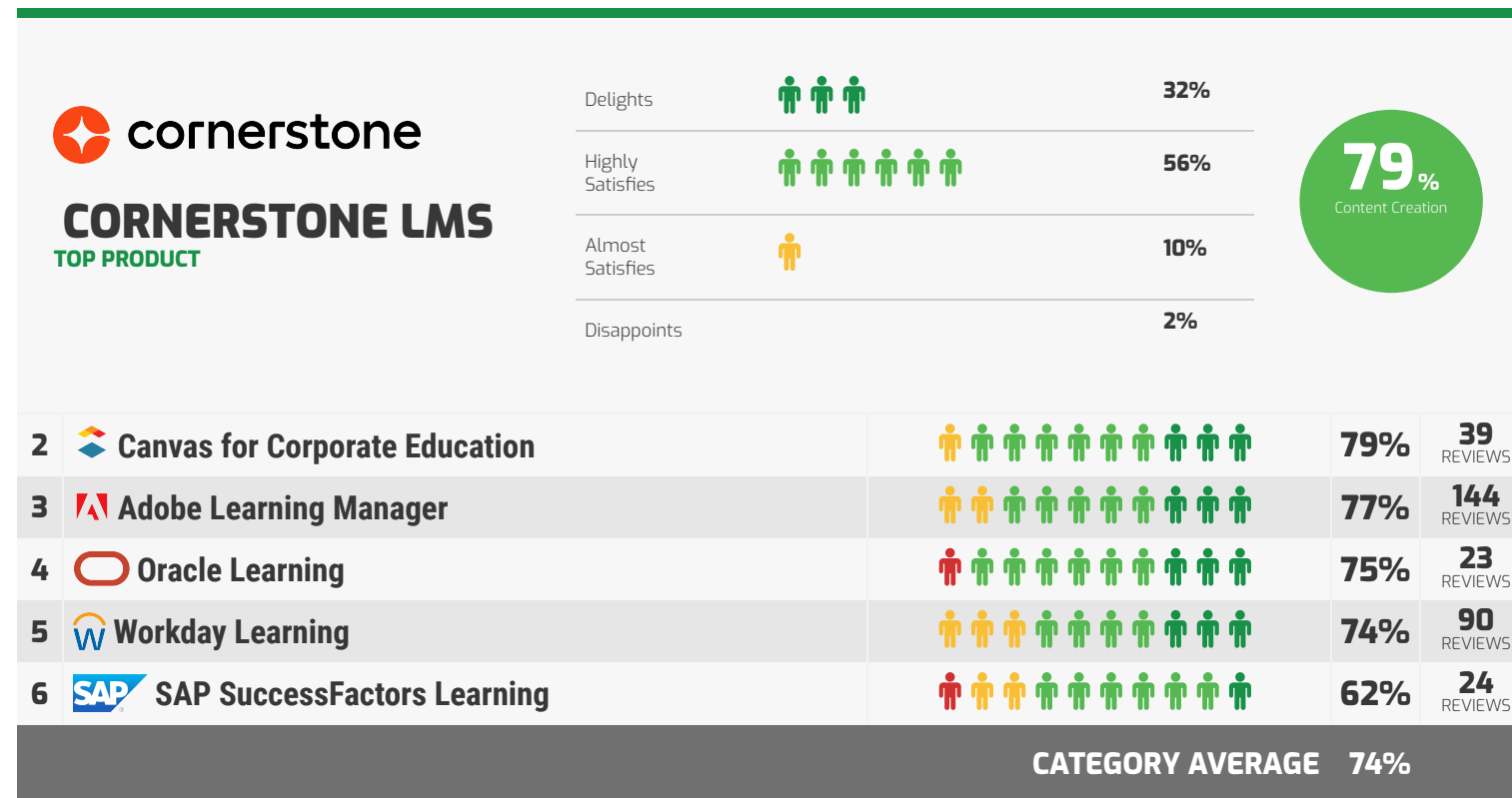
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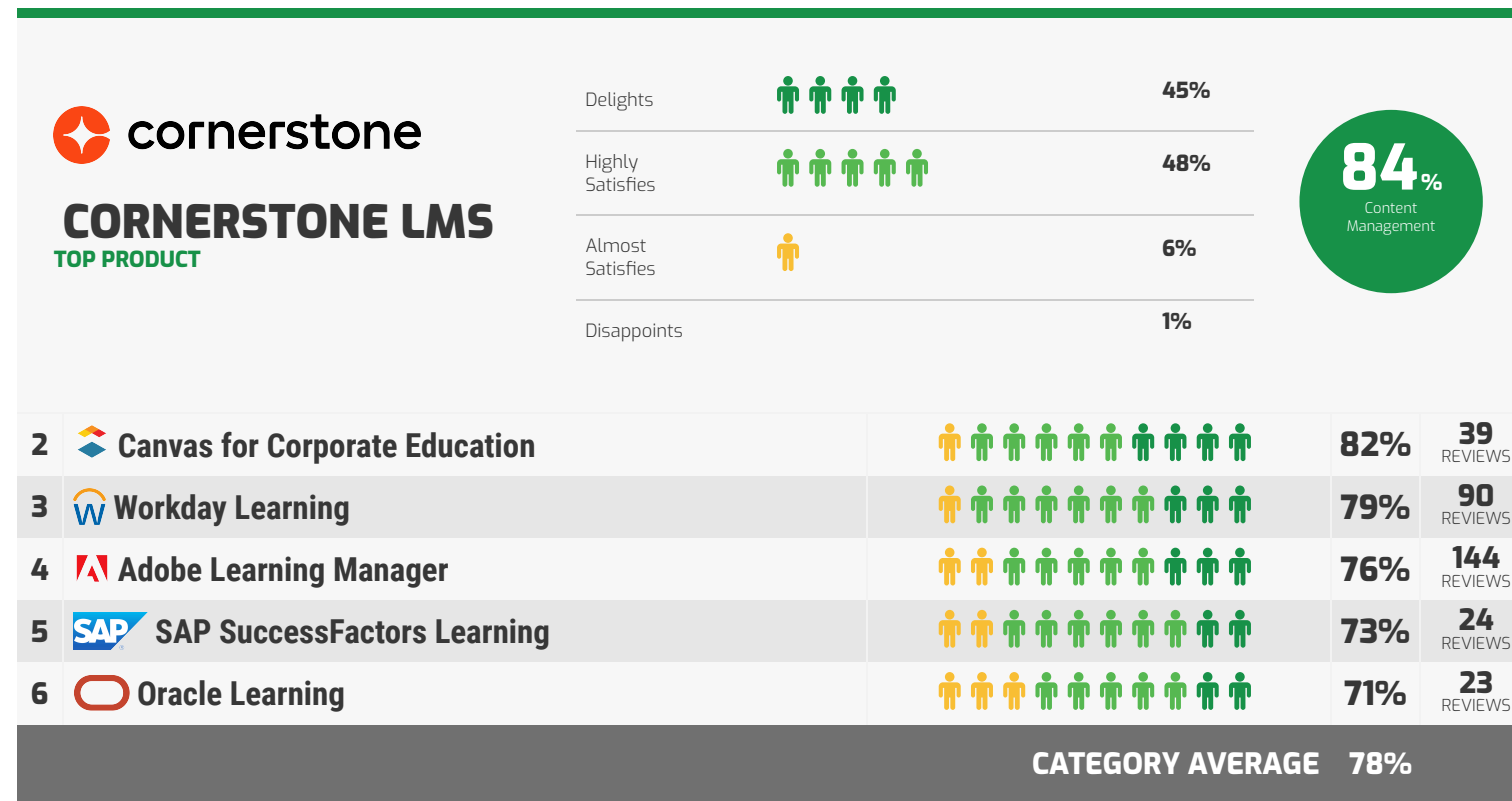
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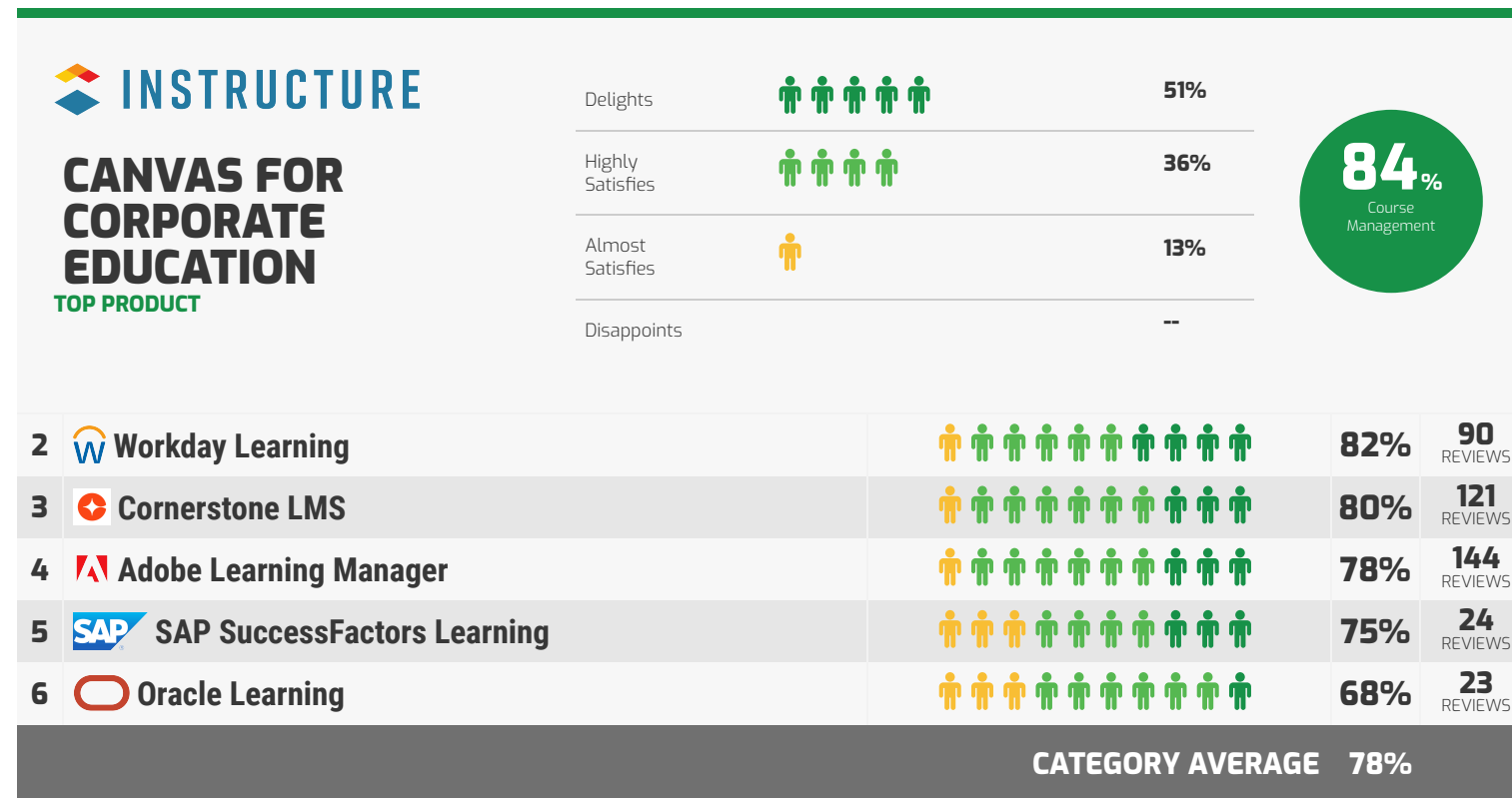
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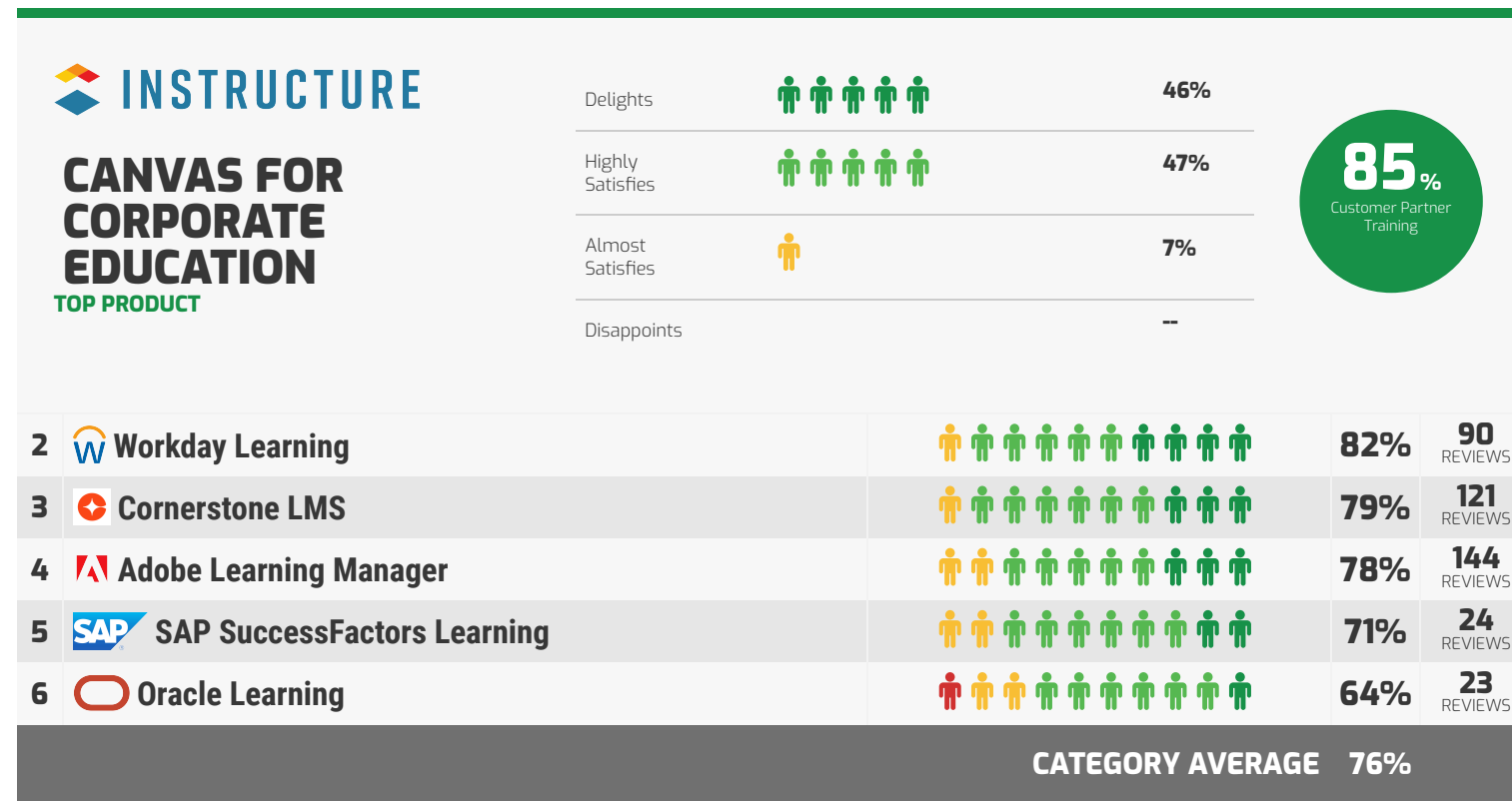
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Customer Partner Training

Standard Feature

includes ability to share content externally with partners and customers



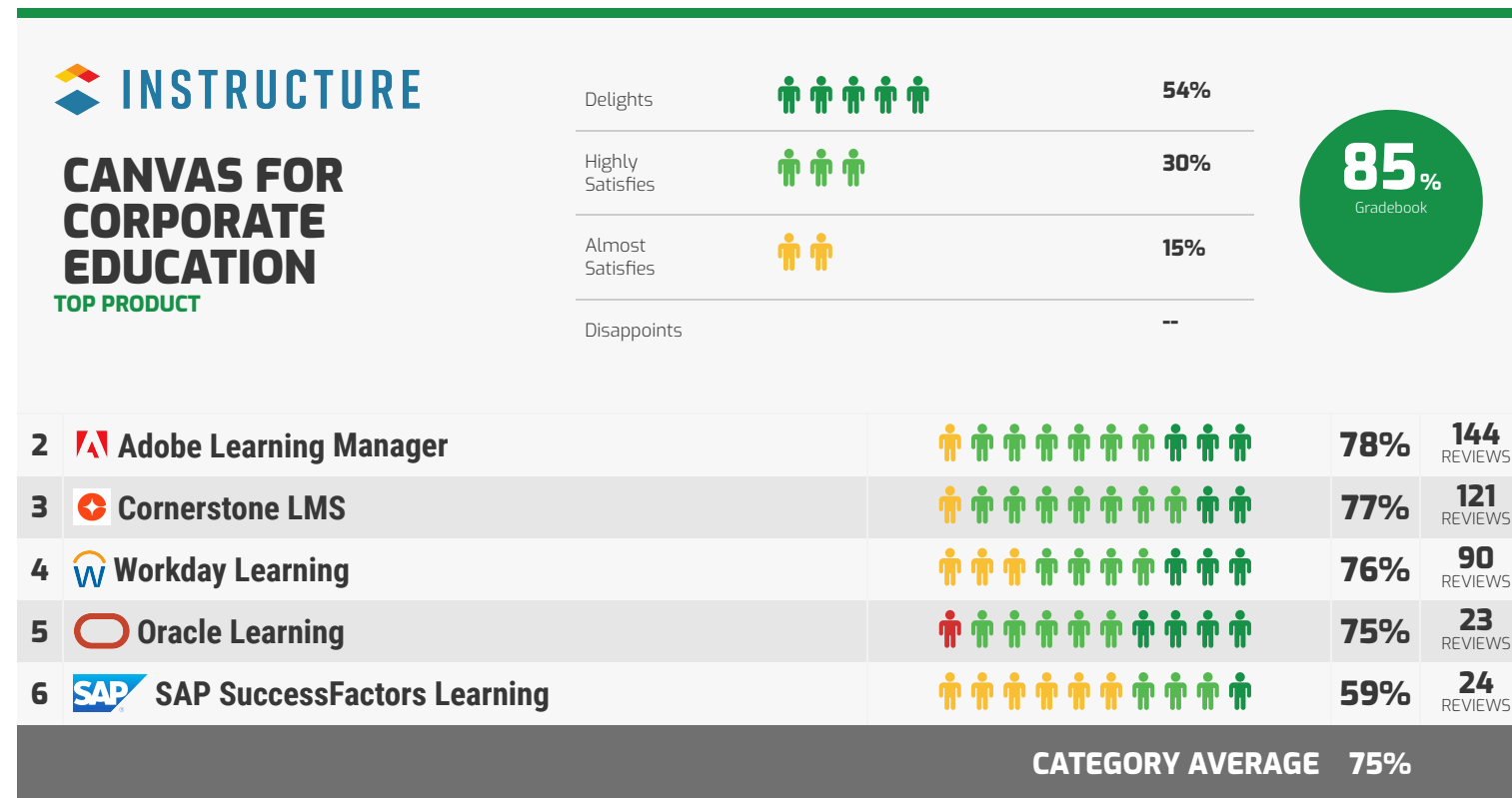
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Gradebook

Standard Feature

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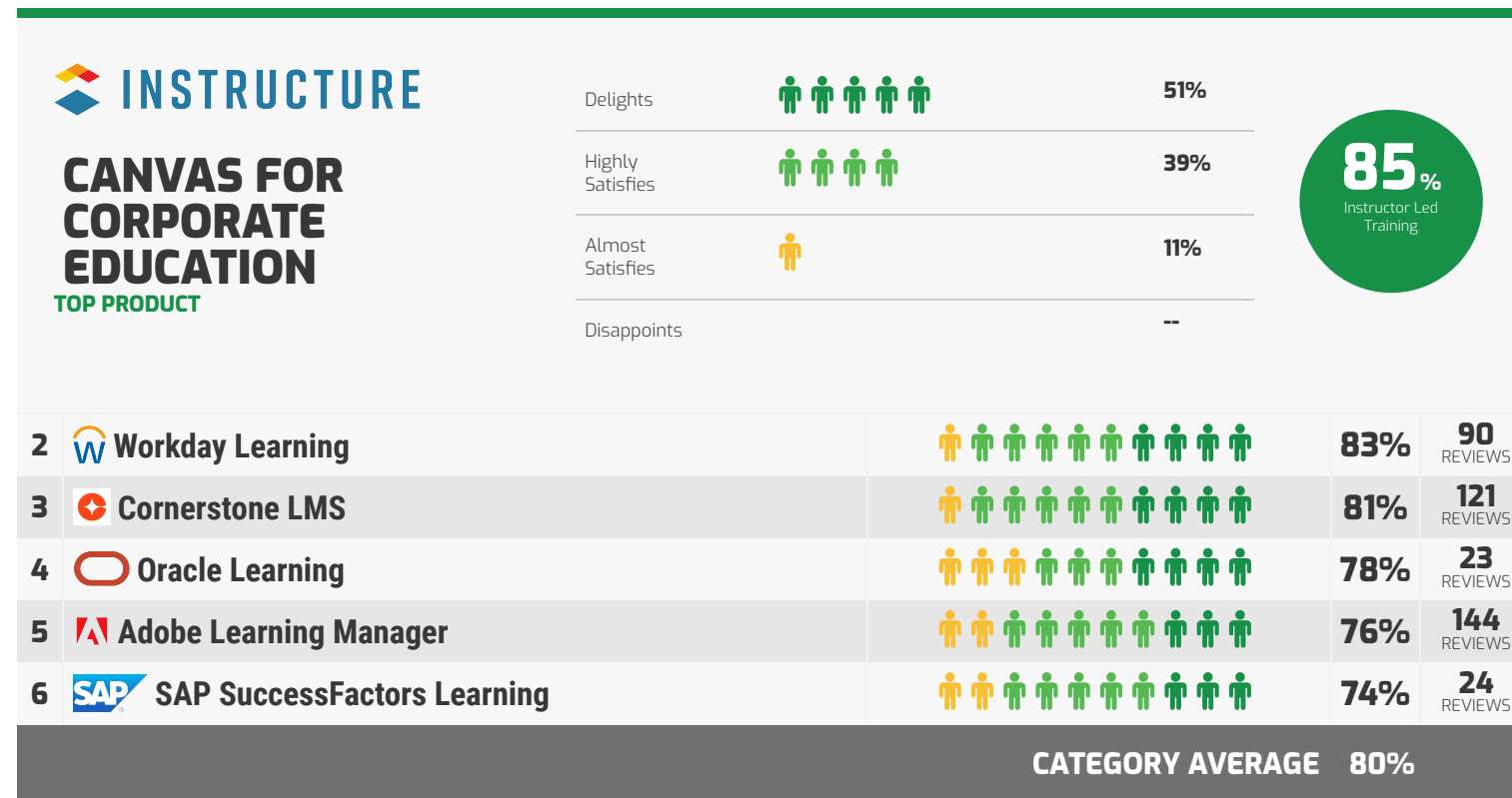
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Instructor Led Training

Standard Feature

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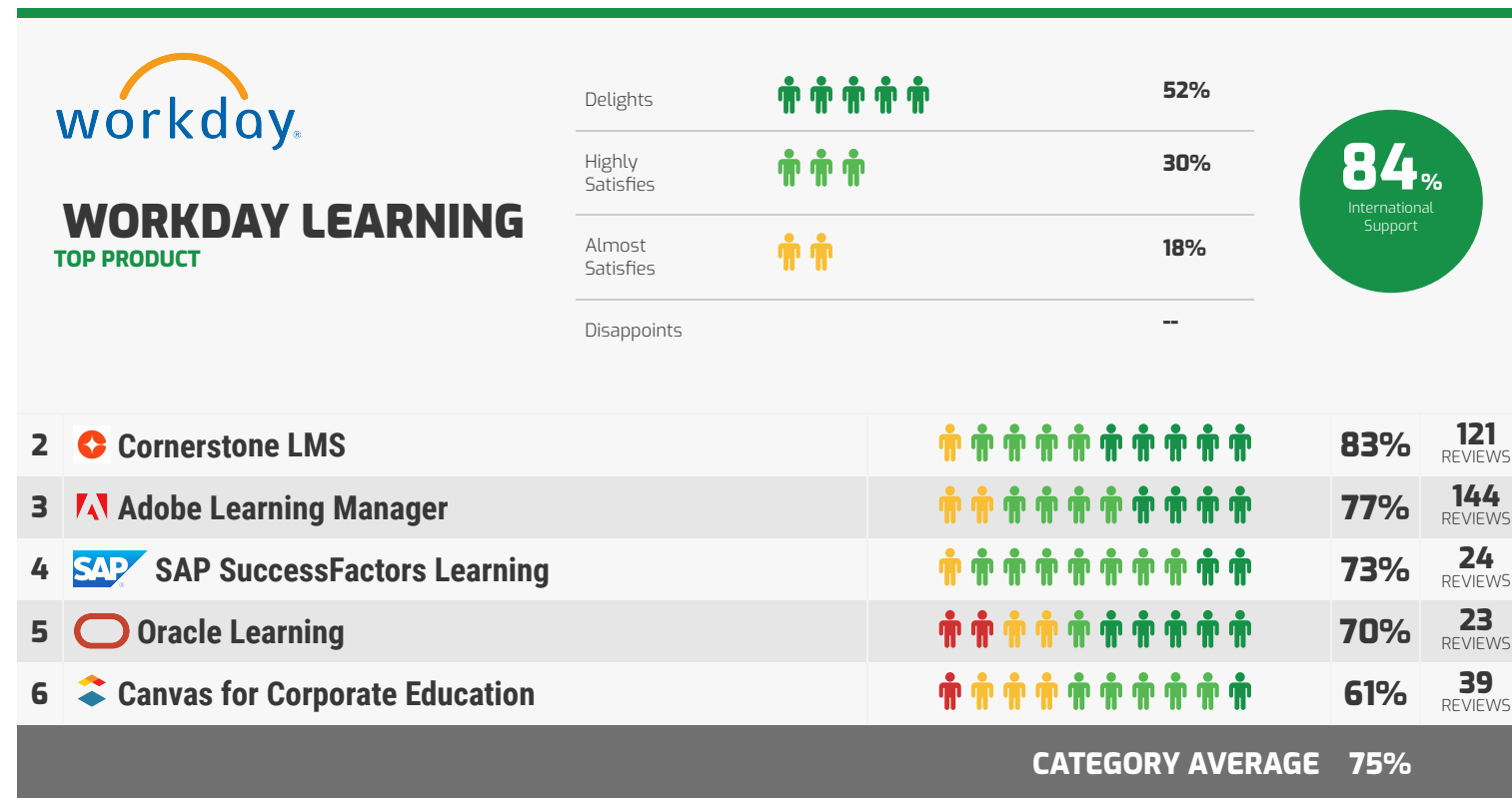
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International Support

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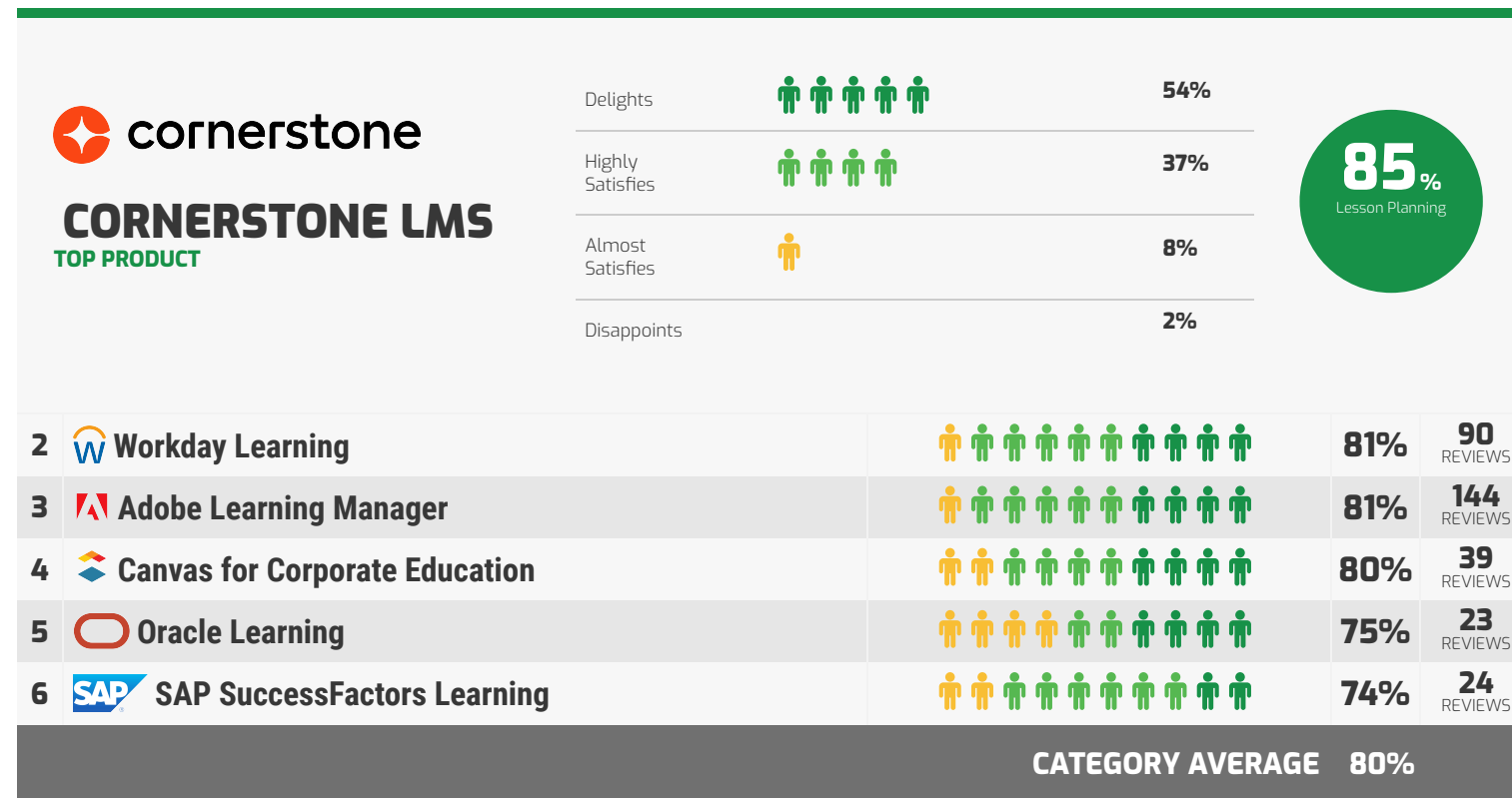
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