



**How switching to Docebo
helped Acoustic Academy
increase its customer
satisfaction score by 16%**

CASE STUDY



“Docebo offers lots of flexibility. When we were making our selection, we could see that no matter what kind of LMS functionality we wanted, Docebo could provide it.”

Alek Oleszkiewicz ,

Manager of Solution Enablement & Customer Training, Acoustic

The Client

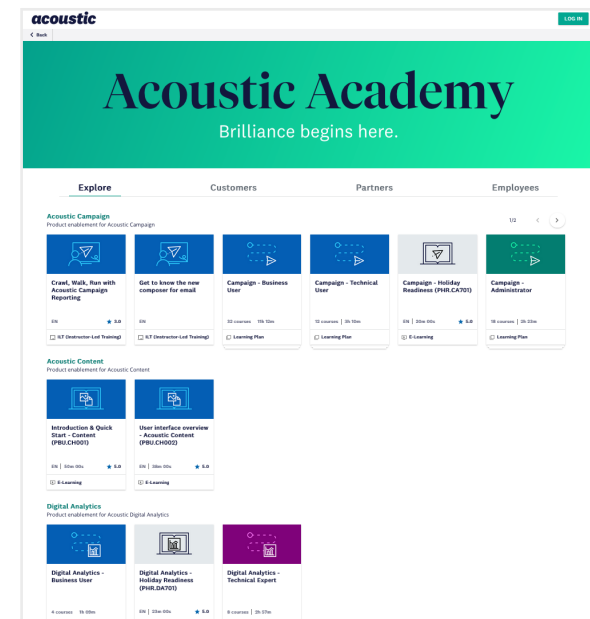
acoustic

Acoustic is an independent marketing cloud and digital experience solutions provider that provides an open, B2C, omnichannel marketing automation platform.

Alek Oleszkiewicz is Acoustic's Manager of Solution Enablement & Customer Training. He led the implementation of Acoustic Academy, an enterprise learning platform for customers, partners, and employees of Acoustic.

The Challenge

- Starting over with a more advanced LMS after leaving IBM in 2019.
- Helping their customers unlock their products' full potential with training.
- Increasing customer satisfaction (CSAT) from 3.59 to at least 4.0 (scale of 5).





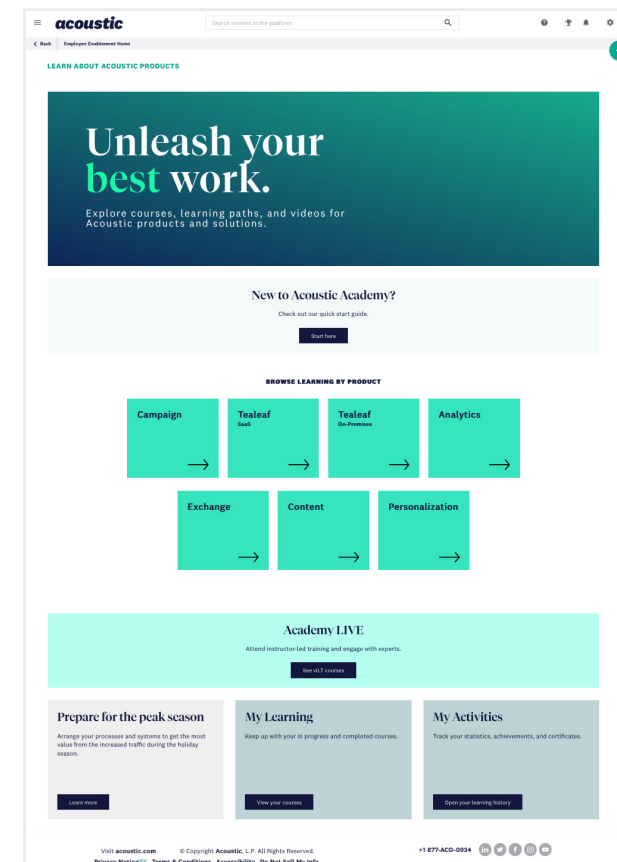
“We wanted to seize this opportunity to create a really great training experience that our customers would love, so they could get the most out of our products.”

Alek Oleszkiewicz ,

Manager of Solution Enablement & Customer Training, Acoustic

The Solution

- A flexible CMS with advanced white label options.
- Designed for enterprise-level, global companies.
- With customizable learning experiences.
- And 40+ language and subtitle options.





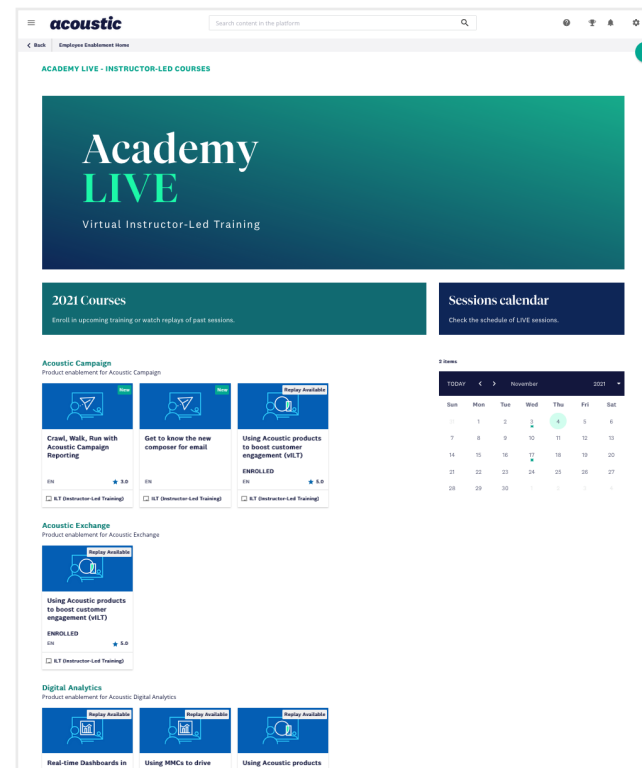
“We were able to design the whole experience exactly as we wanted it to be. It’s very seamless, very easy, and very user-friendly.”

Alek Oleszkiewicz ,

Manager of Solution Enablement & Customer Training, Acoustic

The Results

- 7,500+ registered learners.
- 16,000+ courses completed.
- 4.2 learner satisfaction score, surpassing their goal of 4.0 (out of 5).
- +16% increase in CSAT.





“We want our users to be able to learn our solutions and then use that learning to benefit their organizations. Docebo has allowed us to do that.”

Alek Oleszkiewicz ,

Manager of Solution Enablement & Customer Training, Acoustic

docebo[®]

**Tackle any learning challenge
with Docebo Learning Suite.**

Get a demo