

uxpertise &  **ESPACEOBNL**

CENTRALIZE, AUTOMATE, EVOLVE: THE WINNING TRIO OF ESPACE OBNL

**How ESPACE OBNL Expanded Its Training Offer Without Adding Complexity
to Its Structure**

Case Study - August 2025





ESPACE OBNL

Espace OBNL, founded in 2017, is dedicated to equipping managers and administrators of non-profit organizations through training, specialized resources, and a dynamic exchange community.

INDUSTRY

Training and services for non-profit organizations.

COMPANY SIZE

A small, agile organization supported by a vast network of external partners.

NUMBER OF USERS

6500+ total users

uxpertise



Executive Summary **ESPACE OBNL**

ESPACE OBNL's mission is to support managers and administrators of non-profit organizations (NPOs) by developing their skills, facilitating knowledge sharing, and offering training, tools, and resources tailored to their realities. Going from one in-person training session per month to 97 online training sessions in 2024, ESPACE OBNL successfully achieved its digital transformation with uxpertise LMS.

01 CHALLENGE

In 2020, the pandemic triggered a digital shift for ESPACE OBNL. Training that was previously held in person now had to be delivered virtually.

To deliver their training online, they initially used a combination of tools such as Zoom, manual emails, and a survey software. Quickly, the lack of centralization, excessive workload, and suboptimal user experience prompted them to look for a more structured solution.

02 SOLUTION

A Quebec-based learning management platform that centralizes data, automates processes, and brings all tools together in one place.

The discovery of uxpertise LMS happened during a local event in November 2021. After several meetings, ESPACE OBNL chose uxpertise because it is a Quebec-based, women-owned company that provides fast support and a modern platform that meets their needs.

03 RESULTS

2833 PARTICIPANTS

In 2024, 2,833 participants were trained through the uxpertise LMS platform. The number of participants increases every year. From 2020 to 2024, there was a 150% increase.

The number of activities offered increased from 40 in 2020 to 97 in 2024.

243%
INCREASE

The Challenges of a Digital Transformation

Finding a Solution for Centralized Management

Before the pandemic, ESPACE OBNL mainly offered one in-person training session per month in Montreal. In 2020, like many organizations, they had to react quickly to the COVID-19 pandemic by moving their entire offering online. This digital shift, though essential, was carried out in an improvised way using multiple unintegrated tools: Zoom for training sessions, manual emails to send documents, a separate tool for surveys, and no centralized system for managing registrations, attendance, or client documents.

This temporary solution allowed them to keep their activities running but quickly showed its limits. The lack of centralization significantly increased the workload, created a risk of errors, and harmed the participant experience. To continue growing and professionalizing their offering, ESPACE OBNL needed to find a more robust and coherent solution.

CHALLENGE



LACK OF CENTRALIZATION AND ADMINISTRATIVE OVERLOAD

Without a centralized platform, each step of the training process relied on a different tool — requiring numerous manual tasks. There was no client portal to view documents or registrations, post-training communications had to be sent one by one, and there was no mechanism to automatically track attendance or automate follow-ups.



POOR USER EXPERIENCE

Participants simply received a Zoom link, with no dedicated portal or structured access to content, documents, or training history. If they lost an invoice or needed to retrieve a certificate, they had to contact the team directly. The user journey was fragmented, not very smooth, and difficult to scale as the organization gained visibility and increased its training volume.

A Platform that is centralized, scalable and adapts

To respond to the rapid growth of its training offer and reduce its workload, ESPACE OBNL chose the uxpertise LMS platform in 2022. This solution was implemented gradually, focusing on team autonomy supported by personalized guidance when needed.

uxpertise LMS has allowed ESPACE OBNL to bring together all its training processes under a single interface, including:

- Enrollment management
- Deliver training activities (synchronous and asynchronous)
- Include educational documents and links to complement events.
- Post-training surveys
- Attendance management
- Automated certificate delivery

This centralization made it possible to eliminate scattered tools, reduce errors, and save considerable time at every step.

WHY UXPERTISE LMS

"What convinced us is that uxpertise offers an all-in-one solution that is constantly evolving, with an accessible and efficient team."

ALIGNS WITH THEIR VALUES

Beyond the features, the choice of uxpertise LMS was also driven by human and strategic considerations:

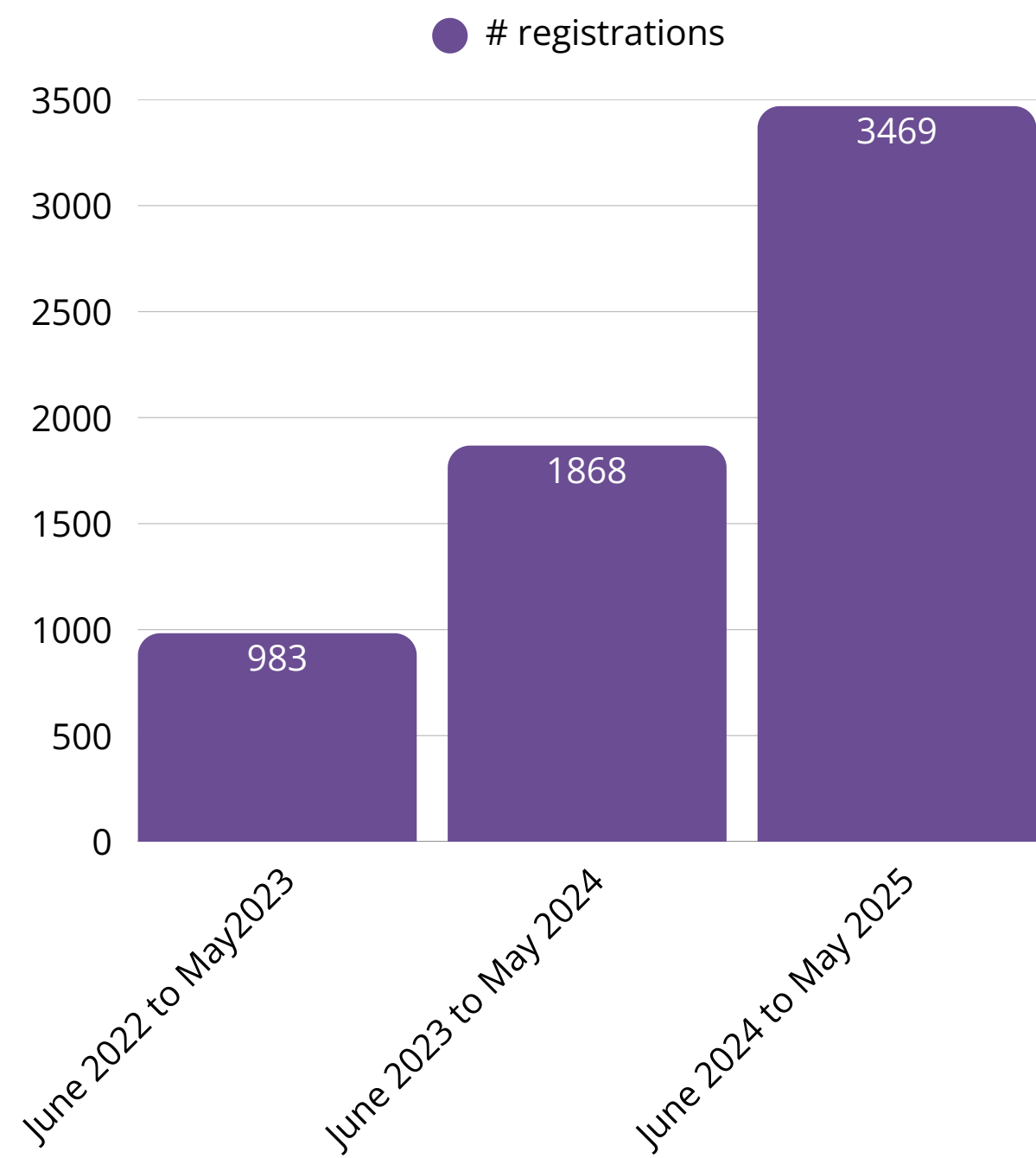
- A **Quebec-based** company sharing cultural and linguistic proximity
- A **women-certified** company, an aspect valued by Espace OBNL
- A team that is attentive, proactive, and constantly improving, fostering constructive discussions and **long-term collaboration**.

SOLUTION
uxpertise LMS

RESULTS

A strategic evolution

Registration Growth



ESPACE OBNL

6500+ USERS

An optimized experience for all

Thanks to the implementation of the uxpertise LMS platform, ESPACE OBNL has multiplied its training volume without adding to its team’s workload. In 2024, nearly 2,900 participants attended synchronous training activities through the platform, benefiting from smoother management, simplified tracking, and a greatly improved user experience. The organization has gained efficiency, professionalism, and adaptability.

476 ACTIVE USERS PER MONTH	6807 TOTAL REGISTRATIONS	360 SYNCHRONOUS ACTIVITIES
An average of 476 learners use the platform each month.	From June 2022 to August 2025, ESPACE OBNL has been steadily accumulating registrations.	The number of training sessions delivered by instructors since June 2022.



2.77 X MORE COMPLETION

The number of completions in year 3 compared to year 1 with uxpertise. Continuous growth.



ESPACE**OB**NL

We're always pushing the limits, and the expertise team is always there to support us. It's a true collaboration.

Marie-Hélène Côté, Operations Manager





*Outillez-vous pour mieux servir
la mission de votre OB*NL

A platform
that scales
with them

Why ESPACE OB

NL loves
uxpertise LMS

1. Transfer participants between sessions

An essential feature that allows them to manage schedule changes without complexity.

2. Automated integration of documents and surveys

No more manual post-training emails: documents, certificates, and surveys are now directly accessible on the platform.

3. Client space with access to invoices

Participants can retrieve their documents without having to contact the organization, which reduces the volume of administrative support needed.

4. Integrated attendance management and tracking

ESPACE OB

NL can now know in real time who attended the training sessions, making follow-ups and internal reporting easier.

5. Modularity of training programs

The platform makes it possible to build coherent and personalized learning paths for various profiles, such as newcomers with the title of Executive Director.

What's next?

Continuous optimization for administrators
and participants.

ESPACE OBNL doesn't stop here.

Building on the success of their digital transformation, they continue their commitment to continuous improvement. The goal: refine their offering, further automate processes, and maximize the educational impact of each training program.

"We haven't reached the limits of the platform. Every year, we explore new ways to optimize our offering, whether through badges, licenses, or interconnected learning paths."

Marie-Hélène Côté, Operations Manager, ESPACE OBNL

ESPACE OBNL's Planned Initiatives

01 OPEN-BADGES

Highlight the skills acquired in certain programs with shareable badges that are motivating and visible on professional social networks.

02 SUPERVISOR ROLE

Test delegating management to NPO leaders in private training sessions, allowing them to register their members and track progress independently.

03 MORE SELF- PACED COURSES

Continue structuring asynchronous training and videos hosted on Vimeo to provide flexible, secure, and seamless access to content.

04 LEARNING PATH SUGGESTIONS

Creation of interconnected learning paths. Better link complementary courses together through integrated suggestions and smooth navigation from one module to another.



ESPACE OBNL

A successful digital transformation

Thanks to the uxpertise LMS platform, ESPACE OBNL has been able to structure its growth, improve the learner experience, and optimize its operations without burdening its team. This technology partnership allows them not only to meet current needs but also to explore new opportunities for the future.

You could be the next success story.

[Contact us](#) to learn more.



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