



SYLBERT TRANSFORMS ITS TRAINING STRATEGY THANKS TO UXPERTISE.

Growth driven by agility and collaboration.

Case Study - September 2025



SYLBERT

Sylbert supports organizations in the optimal adoption of Microsoft 365 tools by offering practical training that enhances productivity and collaboration at work.

INDUSTRY

Professionnal development

EXPERIENCE

20+ years

NUMBER OF USERS

18,000+ total users

uxpertise



Executive Summary Sylbert

Sylbert, a Quebec-based company specializing in training on the use of Microsoft 365 tools, has transformed its learning management through uxpertise LMS. By centralizing its processes and fostering an agile, collaborative partnership, the organization has optimized its operations, expanded its offerings, and increased its impact among more than 2,500 clients.

01 CHALLENGE

Sylbert was facing complex and fragmented training management, with scattered tools and an internal platform that was no longer functional or capable of meeting the organization's growing needs.

In 2021, they decided to find a new platform that could meet their needs.

02 SOLUTION

uxpertise LMS

The company chose uxpertise LMS—a robust, flexible solution supported by personalized service—that enables centralized training management while meeting specific needs through custom development.

03 RESULTS

18,000+ USERS

- Increased efficiency.
- Greater autonomy in the creation and management of training programs.
- A new revenue stream through public session offering.

90%+ of participants benefited from the training.

4600+
TRAINING ACTIVITIES
COMPLETED PER YEAR

An In-House Platform That No Longer Worked

Before adopting uxpertise LMS, Sylbert managed its training using a combination of disparate tools: a custom-built internal platform, third-party software such as GoToTraining, and a database for scheduling. This complex and unintuitive setup limited the team's efficiency and jeopardized the quality of the client experience.

The need to centralize operations became urgent when the in-house platform reached its limits. Lacking both stability and necessary capabilities, it required significant effort to keep running. Sylbert needed to quickly find a reliable solution supported by an experienced team to meet growing demand while maintaining the quality of its services.

CHALLENGE



UNSTABLE AND DIFFICULT-TO-MAINTAIN PLATFORM

The in-house platform developed by an external firm no longer met Sylbert's needs. Its lack of stability and technical complexity hindered the team's daily work and made operations risky.



MULTIPLE DISCONNECTED TOOLS LEADING TO CUMBERSOME, MANUAL PROCESSES

Training management relied on a combination of disparate software, making tasks such as scheduling, registration, and tracking especially time-consuming. This fragmentation reduced efficiency and increased the risk of human error.

The right platform

Robust, Flexible and Scalable

With uxpertise LMS, Sylbert found more than just a technological tool—it found a true agile partner capable of adapting to its real needs.

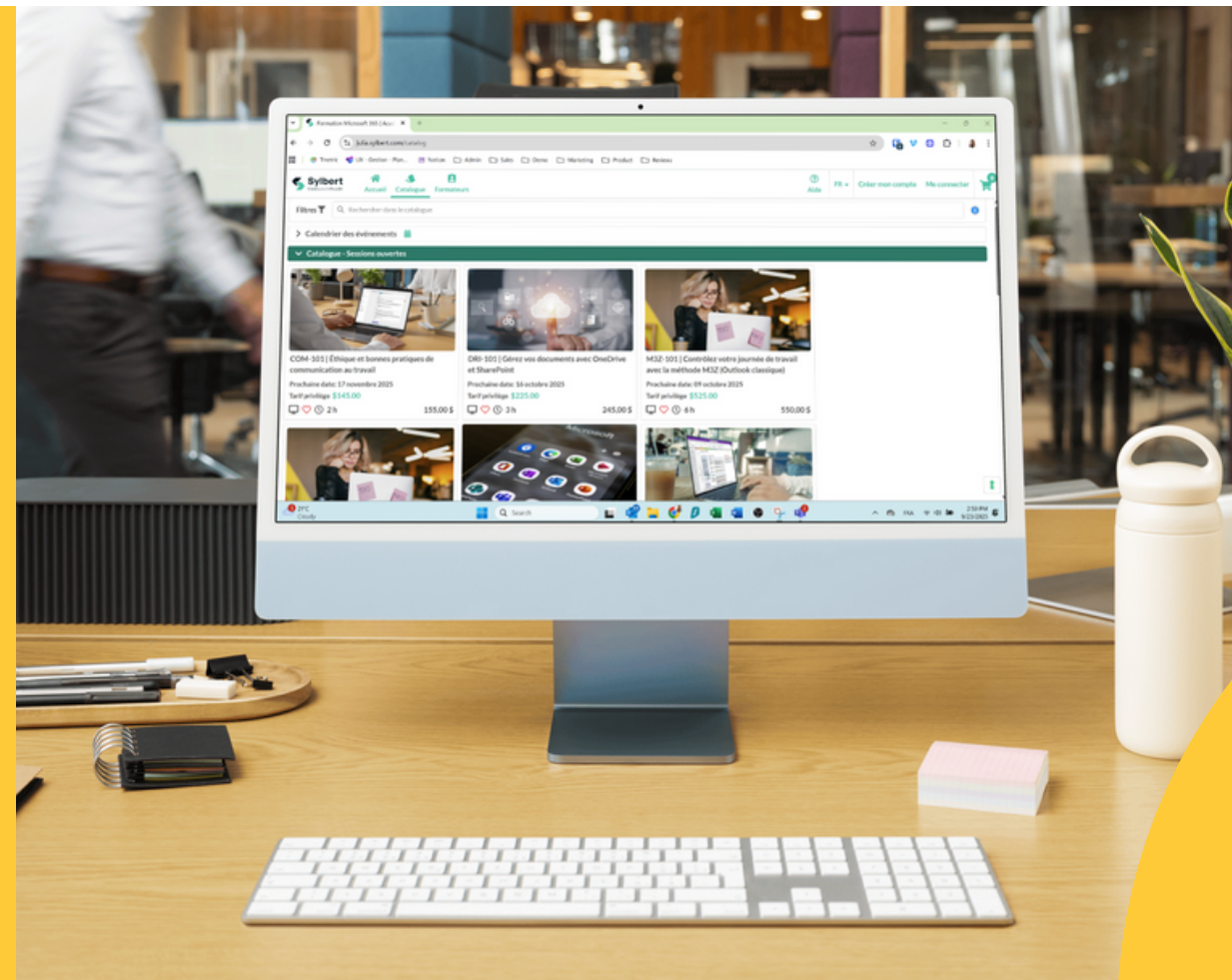
From the very first demonstrations, the stability and user-friendliness of the uxpertise LMS platform won over the Sylbert team. Unlike previous solutions, the LMS provided a reliable, intuitive environment capable of managing all training operations in one place.

The integration came with attentive and proactive customer support. Thanks to uxpertise's openness to custom development, several key features were implemented based on Sylbert's real needs, strengthening both adoption and the effectiveness of the solution.

CUSTOM DEVELOPMENT FOCUSED ON COLLABORATION

One of the most decisive factors for Sylbert was uxpertise's ability to develop customized features: multi-session management, color-coded attendance statuses, specific role-based permissions, and more.

This collaborative approach made it possible to create an environment perfectly suited to the team's real-world needs.



SOLUTION
uxpertise LMS

RESULTS

A platform made to simplify training

UXPERTISE LMS IMPACT

Opportunity to offer public training
A previously non-existent channel, now a service made possible through the platform.

Simplification of internal processes
Improved event creation, scheduling, and client support.

Improved customer satisfaction
Feedback has shifted from “it’s complicated” to “your platform is extraordinary.”

Increased flexibility
The ability to offer discount coupons to clients and allow participants to choose their own training dates.



SYLBERT

18,000+ USERS

Efficiency Gain

With the implementation of uxpertise LMS, Sylbert gained efficiency, autonomy, and reach, paving the way for new business models.

The deployment of the uxpertise LMS platform enabled Sylbert to significantly improve its internal operations. Teams now have a centralized, high-performing tool well adapted to their processes, making it easier to manage training, client relations, and technical support.

4600+
COMPLETION/YEAR

Over 4,600 training completions per year.

1177
LIVE SESSIONS

From September 2024 to August 2025, 1,177 synchronous training sessions were held.

2500+
ORGANIZATIONS

Sylbert supports more than 2,500 organizations.



90% OF PARTICIPANTS
said the training made their work easier





It's my everyday work tool. I use the platform all day, and I love how user-friendly, fast, and well-supported it is by the uxpertise team.

Mylène Gauthier, Operations and customer service coordinator

Learning Concepts is Good... Knowing How to Apply Them is Better!

A method focused on practical exercises
and enriching exchanges.

An essential
everyday
tool

Why Sylbert loves uxpertise LMS

Impersonating users

Allows users to log in as a participant or supervisor to perform actions on their behalf without needing their credentials. According to Mylène, this feature is a true game changer compared to their previous platform.

Create and manage events

Mylène easily creates open-session events (public courses) as well as private group events, depending on client needs.

Simplicity for asynchronous training activities

Sylbert offers exclusively live (synchronous) training. The platform enables efficient scheduling with date, time, and instructor, perfectly aligned with their business model.

Easy transition to virtual training

The platform enabled a smooth transition to online training. Today, 90% of sessions are virtual, whereas previously, 90% were held in person.

What's Next

Sylbert aims to support organizations by offering phased training to upskill entire teams.

Impact plans with their clients.

Sylbert aims to evolve its training approach toward a more structured model focused on creating real impact for its clients.

The organization has begun implementing impact plans specifically designed for the companies it supports.

They have already started offering this to their clients and plan to continue developing in this direction.

In concrete terms, the team is implementing:

01 LEARNING PATHS BY DEPARTMENT

Implementing impact plans by department or team, starting the process with an initial targeted group, then progressively rolling out additional training sessions.

02 STRUCTURED SUPPORT

Providing structured support, for example, for the creation and optimization of Microsoft Teams groups or the implementation of Microsoft 365.

03 A PROJECT MANAGEMENT APPROACH

Shifting from a transactional approach to a project management approach, with rigorous follow-up and a long-term transformation mindset.

04 PERSONALIZED SUPPORT FOR PARTICIPANTS

Supporting participants in adopting digital tools, particularly those who have access to Office 365 but lack proficiency in using it.

Sylbert is adopting the role of a training project management partner, focusing on close collaboration with clients to ensure the successful implementation of digital solutions. The flexibility and openness of the uxpertise LMS platform play a key role in this transformation.



SYLBERT

A successful migration

The adoption of uxpertise enabled Sylbert to reinvent its business model, optimize its operations, and open up to new markets. This strategic partnership continues to evolve with a shared vision: to offer more effective, accessible, and better-tailored training for modern businesses.

You could be the next success story.

[Contact us](#) to learn more



uxpertise