

LemonadeLXP

LemonadeLXP is an award-winning digital adoption and learning experience platform for credit unions.

Using the digital adoption platform credit unions can quickly author an online hub with technology walkthroughs, app simulations, application guides, and videos to support staff and members as they migrate to digital channels.

The learning experience platform combines serious games, technology walkthroughs, role-play scenarios, and social learning to upskill remote and on-site employees faster.

Headquarters:	Ottawa, Canada
Website:	http://www.lemonadelxp.com/for-credit-unions
Founded:	2018
Key executives:	John Findlay, CEO, Co-Founder AJ Pratt, Co-Founder and VP Business Services
Employees:	26
Key Information:	LemonadeLXP is a learning experience and digital adoption platform that is designed specifically for financial institutions.
Products:	<p><i>LemonadeLXP</i> – Uses a combination of game-based training, technology walkthroughs and role play scenarios to drive better learning outcomes, faster.</p> <p><i>Digital Academy</i> – Public-facing support website with technology walk-throughs, app simulations and videos to increase adoption and customer satisfaction.</p>
Key Data:	<ul style="list-style-type: none">➤ LemonadeLXP reduces training costs by 81%➤ LemonadeLXP reduces call handling times by 24%➤ LemonadeLXP increases mobile app usage by 26%➤ LemonadeLXP increases P2P payment use by 13%➤ LemonadeLXP increases P2P payment use by 12%➤ LemonadeLXP increases employee knowledge by 25%

- 87% of employees say LemonadeLXP increase digital fluency
- 92% of employees prefer LemonadeLXP to other training
- 88% of employees want the majority of their training in LemonadeLXP
- LemonadeLXP increases voluntary training participation by 106% and repeat engagement by 266%
- According to data from LemonadeLXP, employees who participate in game-based training increase retention from 5% to 70%
- According to data from LemonadeLXP, game-based training takes employees 5-10 hours to complete versus the average of 53 hours of traditional training

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