

How Abrigo Achieved a Record **52% Growth Year** with its Customer Learning Platform

Abrigo trialed 15 LMS platforms. Then they found one built for the job. Discover the difference its making for their growth.



Industry

Financial technology

Learners

10,000

Platform

Eurekos

About the company

Abrigo builds software for banks, credit unions and other financial institutions across the US.

When a customer purchases Abrigo software, training is integrated into every phase of the implementation experience.

The team runs live virtual programs, self-paced courses and in-person events. At any given month, around 100 clients are joining one of 23+ live training sessions, with hundreds of learners moving through their implementation journey at once.



The challenge

Abrigo had previously tested 15 LMS platforms in the hunt for a system that could sit at the heart of its external learning strategy. All of them promised a tailored solution. None of them worked for customer training at scale.

As their programs grew and more learners came on board, the cracks started to show. Pages were rigid. Users couldn't find content. Learners had to know the exact course name and category just to locate what they needed. Joining a live session involved multiple manual steps for the team.

But Abrigo's biggest frustration wasn't a single feature. It was the experience of trying to get things done – and the knowledge that if something went wrong, they were largely on their own.

“We’ve worked with some well-known LMS providers in the past. They’re big. They move fast. But we always felt like one of thousands of customers, not a partner they were invested in. We were looking for a genuine partnership – and we found that with Eurekos in a way that honestly surprised us.”

Alex Cook · Senior Instructional Designer, Abrigo

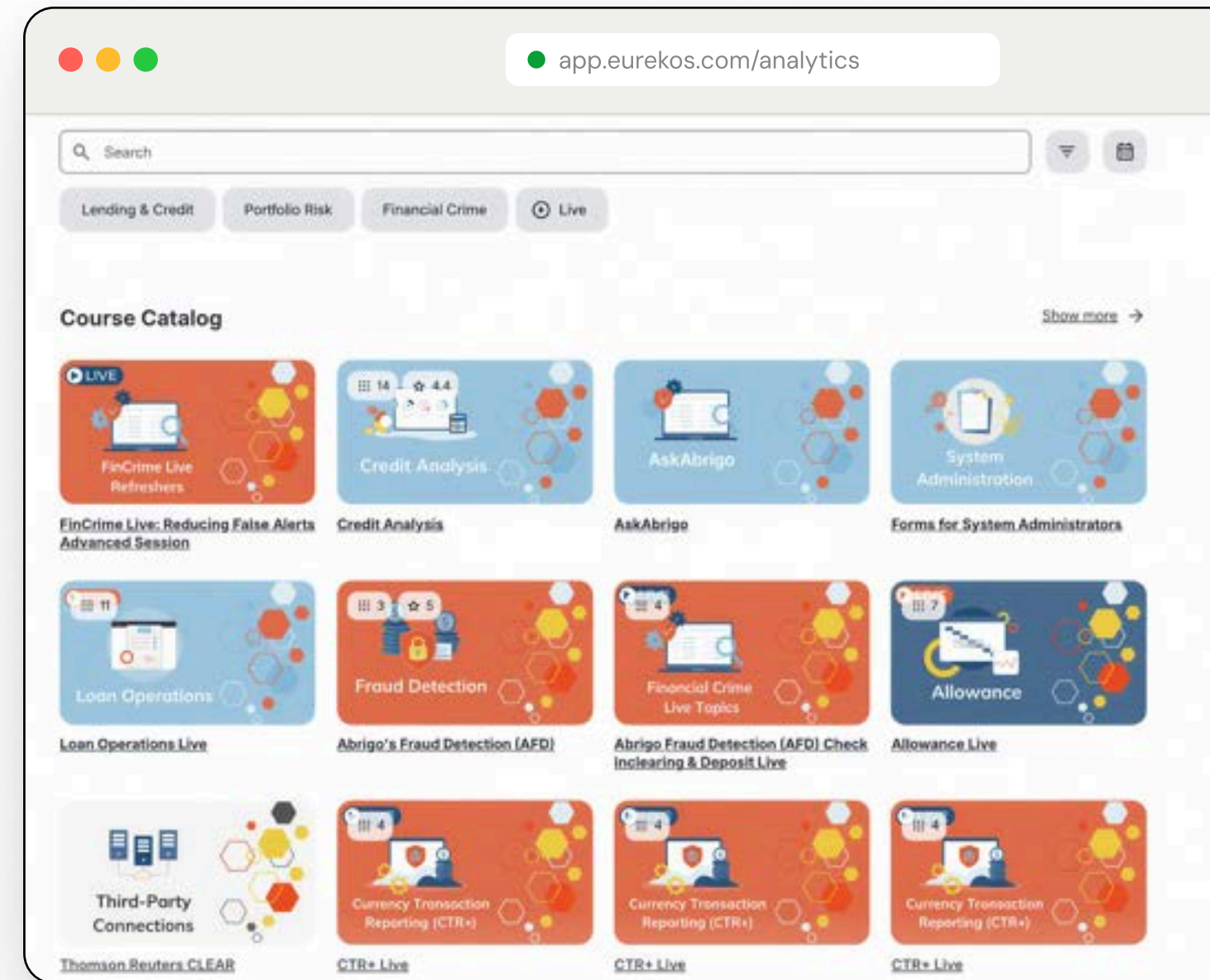
5 problems to solve:

- Rigid, difficult-to-navigate learner experience
- Poor search making content hard to find
- High manual overhead for live session management
- Support that didn't respond, or respond well
- Limited admin visibility for client-side managers

The approach

Eurekos worked closely with the Abrigo team to build a platform that could handle the full complexity of their customer training programs – from self-paced courses and live virtual sessions to in-person events spanning multiple days.

Branded as **Abrigo University**, the storefront is designed to support financial institutions through every phase of a structured implementation process. It gives Abrigo control over how courses look, how content flows and how learners move through material. Files can be linked and updated once from a central archive, while color and visual cues create consistency across programs.



“It just feels like a natural extension of our software. We can actually shape the experience. And when we went through a full rebrand, it took us less than an hour to update everything, not weeks.

The LMS didn't skip a beat.”



Allison Price
Senior Leader of Client Education, Abrigo

The screenshot shows a web browser window with the URL 'app.eurekos.com/analytics'. The page is titled 'Loan Operations Live' and contains several sections: 'Training Objectives' (Learn about completing the tasks typically assigned to loan operations teams in Abrigo, including creating and managing ticklers, generating tickler correspondence and managing documents.), 'Abrigo Solutions Covered' (Workflow, Loan Administration (Ticklers, Tickler Correspondence), Document Library, Client Portal), 'Training Format' (Live, instructor-led virtual training; 3 90-minute trainings over 3 consecutive days; Prework prior to each live training; Hands-on practice and a knowledge check following each live training; 6-hour total time commitment over the week), 'Recommended Attendees' (Users in loan operations roles, such as Loan Operations, Loan Admins, Processing, Closing and Servicing; Users managing ticklers, generating correspondence, or managing teams responsible for these tasks.), 'About the training' (Lending & Credit, Live), 'Includes' (11 modules), 'Lessons: 26 lessons' (Certificate of completion), 'Virtual' (14 Jul 2026, 3:00 pm - 16 Jul 2026, 4:30 pm EDT), '0 (0 reviews)', and 'Options' (14 Jul 2026, 3:00 pm - 16 Jul 2026, 4:30 pm EDT). At the bottom, there is a video player titled 'What to Expect: Loan Operations Live' with a play button icon.



60 hours saved every month

Before Eurekos, running a live virtual session meant manually creating a Webex event, copying details across and posting it for enrollment. Then after each session, manually downloading and uploading the recording. For every one of their 25 monthly sessions.

Eurekos' Webex integration automated the entire process. Sessions are now created, managed and recorded without any manual intervention from the team.

"We're saving every bit of 50–60 hours a month. The team was ecstatic, and it was a big selling point for getting everyone behind the move."

Allison Price · Senior Leader of Client Education, Abrigo

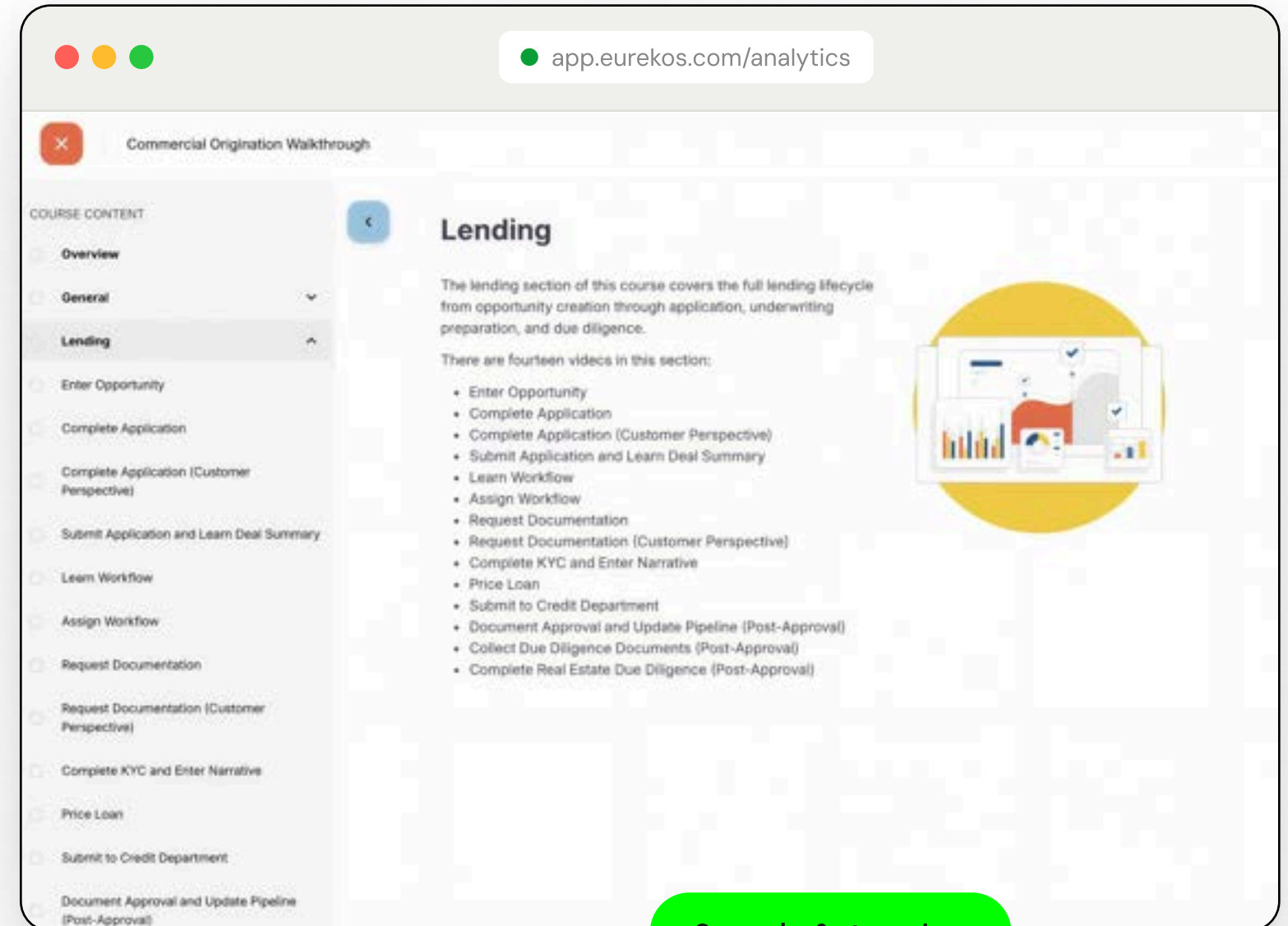
A learner experience people want to use

One of the most immediate improvements is how Abrigo's learners navigate the platform. On previous systems, finding a course meant knowing its exact name, category and format.

With Eureka's tagging and keyword system, learners simply search for what they need – and the right content appears.

“We’re incredibly confident that whatever they search for, the course they need is going to be there. For a company whose products are constantly evolving and improving, that’s a huge plus. We don’t have to know the specific course name because the tags do all the work.”

Allison Price · Senior Leader of Client Education, Abrigo





Real-time dashboards

Putting clients in control

Previously, Abrigo's client organizations depended entirely on the internal team to tell them who enrolled, who attended, and how their teams were progressing.

Now each client organization has its own managers with direct dashboard access – and Eurekos allows multiple organization managers per client, a significant upgrade from what was possible before.

The result is fewer inbound questions, less admin burden on the Abrigo team, and clients who feel genuinely in control of their own learning journey.

The results

“The growth is hard to ignore. Annual active users grew steadily over the past five years, then jumped sharply the year we moved to Eureka. We now have over 10,000 active learners on Abrigo University. But we’re just getting started.

"Flexibility going forward is enormous. We're moving to version 13 of Eureka, which brings more adaptive module completion pathways. That matters because it's not one path for everyone anymore. Our products are getting more complex, so we'll be looking at more integrations, packages and configuration options to support. Everything is geared towards getting the right content in front of the right person – but faster.”

Alex Cook
Senior Instructional Designer, Abrigo

+52%

YoY growth in people trained –
biggest growth year since 2019

33,000

hours of self-paced learning in one year,
nearly double the prior year

+50%

rise in participation across
more training

50–60

hours saved every month
on manual admin

4.5

average content rating, up from 3.9

Is your current LMS holding back customer training success?

The Eurekos platform was built to handle the complexity of your external training demands from the ground up.

Our latest release includes diagnostic learning tools, role-based storefronts and Saga AI — your smart learning assistant — so your team can stop firefighting and start building programs that actually grow.

[Talk to the Eurekos team →](#)

