

Learning and Development Suites Buyers Guide

Software Provider and Product Assessment

**EXECUTIVE
SUMMARY**



***ISG** Research



Key Takeaways

Learning and development suites have evolved from fragmented learning systems into unified platforms connecting compliance, learner experience, skills and development workflows. Enterprises increasingly expect learning to improve workforce readiness and business outcomes while reducing administrative complexity. Shared skills frameworks, AI, analytics, integration and governance are driving greater cohesion between learning, development and everyday work.

Software Provider Summary

The ISG Buyers Guide™ for Learning and Development Suites evaluates 9 software providers offering products supporting learning management, learner experience, skills intelligence and development workflows. The research ranked the top three overall as Oracle, Schoox and Cornerstone. Providers were classified using weighted performance in Product Experience and Customer Experience for quadrant placement. Cornerstone, Oracle, SAP, Schoox and Workday were rated Exemplary, while Acorn, Cegid, Dayforce and PeopleFluent were rated providers of Merit. No providers were listed as Innovative or providers of Assurance.

Product Experience Insights

Product Experience, representing 80% of the evaluation, focuses on Capability (50%) and Platform (30%), including adaptability, manageability, reliability and usability. Oracle, Schoox and Cornerstone were the Product Experience Leaders. Evaluation emphasizes integrated learning management, learner experience, skills intelligence, content access and workflow continuity, supported by analytics and AI. Effective suites combine compliance administration with personalized development and shared skills frameworks while supporting enterprise requirements for integration, governance, accessibility and global operations.

Customer Experience Value

Customer Experience, representing 20% of the evaluation, focuses on validation and TCO/ROI. SAP, Oracle and Schoox were the Customer Experience Leaders and best communicate commitment and dedication to customer needs. Providers with lower performance may lack sufficient information demonstrating customer success, commitment to customer experience or TCO/ROI value, reinforcing the importance of evaluating the full provider relationship alongside product capabilities.

Strategic Recommendations

Enterprises should evaluate learning and development suites based on genuine platform cohesion across learning, skills and performance-related workflows rather than bundled modules alone. Assessment should prioritize compliance and auditability, shared skills and data models, personalized development paths, workflow continuity, actionable readiness analytics, integration and administrative flexibility. Organizations should also evaluate governed and explainable AI capabilities for recommendations, summarization, drafting and manager prompts that improve relevance and efficiency while preserving transparency and control.



The Findings

The software providers and products evaluated in this research offer product and customer experiences, but not every feature is equally valuable to every enterprise or is needed to support the relevant business processes and use cases. Moreover, having too many product capabilities may be a negative factor for an enterprise if it introduces unnecessary complexity. Nonetheless, you may decide that a more comprehensive set of capabilities is important and meets your enterprise's requirements.

An effective customer relationship with a software provider is vital to the success of any investment. The overall customer experience and the full lifecycle of engagement play a key role in ensuring satisfaction and long-term success. Providers with dedicated customer leadership, such as chief customer officers, tend to invest more deeply in these relationships and prioritize customer outcomes in line with TCO and ROI expectations. It is equally important that this commitment to customer success is evident throughout the provider's website, the buying process and the customer journey.

Overall Scoring of Software Providers Across Categories

The research finds Oracle atop the list, followed by Schoox and Cornerstone. Providers that place in the top three of a category earn the designation of Leader. Oracle and Schoox have done so in five categories, Cornerstone in three and SAP in two.

Learning & Development Suites Overall

Providers	Grade	Performance
Oracle	A-	Leader 84.9%
Schoox	A-	Leader 84.2%
Cornerstone	A-	Leader 82.0%
SAP	A-	81.9%
Workday	B++	77.3%
Dayforce	B+	74.5%
PeopleFluent	B+	72.7%
Cegid	B+	68.9%
Acorn	B	66.0%



Source: ISG Research
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Matthew Brown leads the HCM software expertise at ISG. With over two decades of experience, Matthew guides HR and business leaders through his research covering the full range of HCM processes and software. Topics include employee experience, learning management, payroll management, talent management, total compensation management and workforce management.



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Robert Kugel leads business software research for ISG. His team covers technology and applications spanning front- and back-office enterprise functions, and he personally runs the Office of Finance area of expertise. Rob is a CFA charterholder, a published author and a thought leader on integrated business planning (IBP).