

Comparing LMS & Community Products Online | Vendor Website Report Card

From the vendor website, can a buyer...	iCohere	BlueSky eLearn	CommPartners Elevate	Abia Freestone	Higher Logic	LearnUpon	Next Thought	WBT System TopClass	Web Courseworks
Watch detailed videos of how the product actually works?	●	○	⊘	⊘	○	⊘	⊘	○	⊘
Get a complete list of product capabilities and features?	●	○	○	○	○	○	○	○	○
See all product/package options?	●	⊘	⊘	⊘	○	●	⊘	⊘	⊘
Access a demo site to see the product "live in action"?	●	⊘	⊘	⊘	⊘	○	⊘	⊘	⊘
Live Chat with a product professional?	●	●	⊘	●	●	⊘	⊘	⊘	⊘
Get complete information of support services that are provided free and/or with an extra fee?	●	⊘	⊘	⊘	⊘	●	⊘	⊘	⊘
Get a complete, detailed price quote?	○	○	○	○	○	●	○	○	○
See what integrations are available with the product, with fees required for purchase?	○	○	⊘	⊘	○	⊘	⊘	○	⊘
Buy the product you want, online 24 x 365?	●	⊘	⊘	⊘	⊘	⊘	⊘	⊘	⊘
Receive a minimum of 90 days money-back satisfaction guarantee?	●	⊘	⊘	⊘	⊘	⊘	⊘	⊘	⊘
Access a complete technical list of product integration APIs?	●	⊘	⊘	⊘	●	⊘	⊘	●	⊘
Access a full list of at least 25 independent client reviews without paid clients or vendor sponsors?	●	⊘	○	○	○	⊘	⊘	○	⊘

● Full Information
 ○ Limited Information
 ⊘ No Information

Analysis details from independent researcher Mike Ferry, Customer Loyalty Specialist/Software Implementation Leader, <https://www.linkedin.com/in/michaelferry/>

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iCohere – Provides overview videos for each product. An online product demo and more videos are accessible immediately by completing the request form. Provides a list of all product features, additional services and related fees. Integration APIs are immediately available for download by completing a form. Offers an instant price quote by completing a form and a 90-day money-back guarantee. Offers live chat. Includes a free online training center. There are client testimonials on the site and a link to 50 additional user testimonials via Capterra.

BlueSky eLearn – Provides two 4-minute video tours. Listed features and a list of general integrations overview. No product package options. There was no demo site, a demo must be requested. Provides a basic list of additional services. No pricing available on the website; requires demo for more info. Can't buy the product online and there is no money back guarantee. No testimonials but they provide six case studies. Live chat option.

CommPartners Elevate – No product videos, users must register for additional information. General list of features and benefits. Non-specific integration information. No demo site, demo must be requested. No pricing or money-back guarantee on product or services. Cannot buy product online and no money-back guarantee. One video and two written testimonies and three customer case studies. No live chat is available on site, only social media links.

Ablia Freestone – No product videos. General features listed, no product package options. No demo site. A demo must be requested. There was no info on support or premium services or if that is even an option. No pricing or money-back guarantee on site or mention of any integrations. You cannot buy the product online. There were three downloadable case studies and three video interview testimonies. No live chat option.

Higher Logic – There are many product overview videos and a great resource center on communities and related topics. No product packages or demo site available. There is a list of managed services and a list of integrations, but no reference to pricing. You cannot buy the product online. There is no mention of a money-back guarantee. There is a list of 40+ integrations. There is an average of seven testimonies per product they offer. There is no live chat option on site.

LearnUpon – There are no product videos, however they do offer a 30-day free trial. They list features framed as value propositions. They do have a 4-tier pricing model which includes services and features in each tier. There is general info about API's and integrations, but no fees mentioned or list of actual integrations. There is no live chat option on site.

NextThought – There are no product videos, only a list of features. There appears to be only one product option, and no demo site. There is no mention of support services. A demo is needed to obtain pricing information. There is no mention of integrations or any related fees. You cannot buy the product online and there is no mention of a money-back guarantee. There are no reviews or live chat on the site.

WBT Systems – They have four short videos based on functional areas. They have three products listed with benefits and a list of features on each solution. There appears to be only one product that is "flexible." There is no demo site. There is a page that addresses eight integrations. In addition, there is a data sheet with 17+ integrations across CRM/AMS/Authoring systems with general support services but no pricing. A demo must be requested to obtain pricing. The product cannot be purchased online and there is no mention of a money-back guarantee. They have several scrolling testimonies per solution. No live chat on site.

Web CourseWorks – There are no product videos and only features are listed for their three products. There are no product package options. There is no demo site. There are no pricing options for products or support services. They describe consulting, managed services and onsite training, presumably for an additional fee. You must request a demo to get a price quote and cannot buy the products online. There is no mention of a money-back guarantee and no mention of integrations. There are eleven case studies. There is no live chat on the site.