

# Administrate

Increase Learner Engagement  
with Automated Digital Credentialing

How ForgeRock Exceeded Claim Rate Norms with Administrate

Case Study

ForgeRock, a multinational organization serving more than a thousand brands, is a leading provider of modern, simple and comprehensive Identity and Access Management solutions, helping customers deepen relationships with their consumers and improve the productivity and connectivity of their employees and partners.



## The Quest for Increasing Curriculum Impact

ForgeRock needed a comprehensive and seamless way to raise the profile of their curriculum, attribute value to the content, and establish an industry-standard for why students should invest time and money into learning about their products.



## The Challenges



**Students** weren't being motivated to take the courses and advance their learning



**Measuring** where students were in their learning pathways was difficult



**Identifying** partners who were competent in ForgeRock's product was impossible

**ForgeRock innovated a digital badging program to overcome these challenges.**

But, it lacked an integrated, automated way to distribute credentials immediately, eliminating customer value. Badges weren't being claimed or shared, a vital component to the program's success.



"Our students weren't claiming their digital badges, and claim rate is ultimately what determines the success or failure of a digital credentialing program."

**Kevin Streater | Vice President**  
ForgeRock University



Before the integration with Administrate, ForgeRock's claim rate for their badges **was 44%, below the industry benchmark of 60-65%.**

## Administrate

Needing an integration that could work seamlessly with their badging program, ForgeRock came to Administrate, as they have **time and time again.**



## The Solution



Manually distributing the badges was a roadblock for ForgeRock. They raised the issue with Administrate's Professional Services and Account Management teams, who quickly worked on bringing an automated integration to life.



Administrate's open API can be configured to integrate with any system. Administrate worked with ForgeRock to create an integration that automatically distributed badges as soon as students completed courses.



The whole process is entirely seamless and invisible to the student. They register for a course, access the content, complete the course, and receive a digital badge with no human intervention because of Administrate's training operations platform.

## The Results

ForgeRock now invests more of their staff budget into developing innovative content instead of developing processes for administration.

### ForgeRock's Digital Credentials are Industry-Leading

**70%** of Students Claim Badges

**1.5x** More Badges are Shared than the Industry Norm

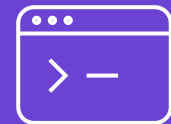


*"ForgeRock wanted to instantaneously reward and recognize their students with digital badging. Using our open API, we created an integration that automatically issues digital badges to students, and associates value with the knowledge and skills attained from ForgeRock's products, and companies offering similar products."*

**Troy Michels | Chief Product Officer**  
Administrate

## Administrate Does Much More

Administrate's ability to grow and evolve with your organization, working efficiently and effectively within your tech stack using our open API and built-in integrations, is just one facet of our training operations platform. With Administrate, your training team can scale your training function, gain operational efficiency, align with organizational KPIs, build momentum by empowering data-driven decisions, and ensure your success with support from training operations experts.



In addition to the *open API*, Administrate also has a *public developer portal* where your team can build complex websites, workflows, or applications that interface and **integrate with Administrate.**

Powerful software for enterprise training operations. **That's Administrate.**

Explore how Administrate can work for you