

What is Userlane?

Last Modified on 11.06.2026

Userlane is the platform for enterprise software performance. It combines Application Intelligence, which makes visible where technology creates cost and friction, with Contextual Assistance, which helps people get work done inside their applications. Together, they form a closed loop: intelligence identifies what needs attention, assistance acts on it, and the results feed back into intelligence, so the next step is always informed by what actually happened.

Our platform

Application Intelligence

See how software is actually used. Find what's underperforming. Know where to focus.

- Gain full visibility of your organization's technology stack with Userlane's App Discovery. Track and reveal which applications employees use across the organization quickly and easily by securely deploying our Browser Extension without any interaction with end users or integrations. Reduce shadow IT, uncover duplicate software, and pinpoint areas for improved software adoption.
- Understand value drivers by monitoring usage, identifying points of friction, and understanding interaction patterns with Userlane's HEART analytics. It allows you to measure the success of digital transformation initiatives across your organization by tracking user behavior across software applications. Our Platform Reporting tracks the performance and engagement of your support content, so you can iterate faster and drive further software adoption.

Contextual Assistance

Help people get work done inside your applications with guidance, automation, and in-app communication.

- Engage users, drive software usage, and increase proficiency with Userlane's in-app Engagement Suite. Instantly announce updates, start surveys, and promote specific topics.
- Create interactive step-by-step guides, tooltips, and tags in your live app within minutes with Userlane's content creation engine. No coding required.

How the two pillars work together

Application Intelligence flags underuse, friction, or low adoption through HEART scores and segment analysis. Contextual Assistance deploys the right response: a guide, an automation, an announcement, or the in-app assistant. Outcomes appear in Application Intelligence, which guides the next move. This loop runs continuously, so every intervention is measured.

Who uses Userlane

Userlane is used by organizations across healthcare, financial services, manufacturing, pharma, and other industries where software performance directly impacts operations. It is built for any organization that needs to:

- See how their software portfolio is actually being used and where it falls short

- Reduce friction in day-to-day work by supporting people inside the applications they use
- Prove outcomes from technology investments, rollouts, and change programs

Learn more

To get started, explore our [Get Started](#) help articles. To see how organisations use Userlane, visit userlane.com/success-stories. If you'd like to speak with us about how Userlane fits your needs, [book a demo](#) with one of our product experts.
