



CASE STUDY

How a Leading L&D Agency Expanded Its Creative Bandwidth with IDLance

Overview

A leading Learning & Development agency, known for creating experiences that turn knowledge into action, found themselves with a full project pipeline across several clients in late 2024 and early 2025. They partnered with IDLance to extend their capacity.

Together, we brought in experienced project partners, including instructional designers and LMS specialists, to help them deliver high-quality work on schedule without adding to their permanent headcount.

The Challenge

The agency's internal learning design team is seasoned and strategic, but like many agencies, they sometimes need extra creative capacity to keep multiple projects on track.

They needed trusted collaborators who could jump in quickly, match their standards, and keep projects moving without missing a beat.

With a community of 1,700+ freelance learning pros, IDLance makes it easy to bring in the right expertise at the right moment. We plugged into their workflow as an extension of their team, keeping things smooth, fast, and high-quality.

The Collaboration

Drawing from our community of freelance learning pros, IDLance teamed up with the agency to bring in experienced project partners who played to their team's strengths.

These talented folks brought:

- **Academic and nonprofit experience**— including work on higher education curriculum and association-based learning programs.
- **Specialized subject matter expertise**— from healthcare and scientific writing to aerospace and technology.
- **Advanced learning design skills**— storyboarding, facilitator and participant guide development, and end-to-end curriculum design.
- **Technical administration skills**— including rapid support for LearnDash and Absorb LMS environments for the agency's client implementations.

With IDLance's deep network and streamlined partnership model, the agency was able to onboard project collaborators within days, under tight timelines, and continue delivering on multiple client fronts without disruption.

Rapid Response in Action

When the agency reached out, timing was everything. Their projects were already in motion, and they needed skilled learning pros who could jump in fast without slowing things down.

IDLance isn't a staffing firm. It's a community of people we know, trust, and collaborate with all the time. When projects pop up fast, we can reach out to experienced IDs, developers, LMS admins, and creative talent right away.

These are people we know, trust, and regularly collaborate with, so we know the right person (or people) for a project's needs!

Behind the scenes, our **Rapid Response process** looks something like this:

- We get a quick brief on the project scope, timeline, and ideal skill mix.
- Our internal team reaches out to vetted pros whose background and availability line up.
- We confirm fit and availability, make introductions, and help set everyone up for success.

Because we've built a relationship-driven network, we can move quickly and confidently.

The Results

- Seamless integration of IDLance partners into ongoing client projects.
- Fast response times—new project partners identified in as little as 24 hours.
- Positive feedback from the agency's leadership and their clients.
- Continued referrals and repeat collaboration into 2025.

In Their Words:

"We found ourselves in a bind when one of our projects required an LMS administrator with very specific platform expertise, and we needed that person almost immediately. IDLance not only understood the urgency but delivered exactly the right talent in record time.

The person they connected us with was instrumental in keeping the project on track. Because they already had plenty of experience with the platform, we didn't lose a single day to training. Their quick action and ability to match specialized skills to our exact needs made all the difference." *-Director of Learning Experience Production*

How Can We Help You?

Book a call to explore how we can **slot into your workflow, support your vision, and help your clients win!** All without stepping on your toes. Or stealing your snacks.



Book a Consultation Call

