

Keeping Learning Current as Products Evolve

How a global medical technology company used IDLance+ to keep learning aligned with evolving products, procedures, and documentation.



The Challenge

A global medical technology company already had a mature learning library supporting product training, instructor-led programs, and field enablement. The challenge wasn't building something new.

It was keeping dozens of learning assets current as products, procedures, and supporting documentation evolved.

Pulling internal team members away from larger initiatives every time an update was needed wasn't sustainable. They needed a flexible partner who could absorb a steady stream of revisions while maintaining the quality and consistency learners expected.

The engagement began with a **Squire Tier retainer**. As the volume of work continued to grow, the client expanded the partnership by **adding a Knight Tier retainer** to keep projects moving without slowing down internal teams.

What We Supported

Throughout the engagement, the client tapped into expertise across multiple disciplines, including:

Instructional Design

- Facilitator and participant guide revisions
- Product training updates
- Content review meetings with stakeholders
- Integration of revised learning materials



What We Supported (continued)

eLearning Development

- Articulate Rise course updates
- Storyline development and revisions
- Interactive learning enhancements
- Hotspots, drag-and-drop, knowledge checks, and other Storyline interactions
- Course maintenance and functionality updates

Visual Design

- Lab workflow maps
- Learning graphics and diagrams
- Media refreshes (images, videos, and visual assets)
- Consistent use of brand assets

Quality Assurance & Accessibility

- Content accuracy reviews
- Interactivity testing
- Accessibility improvements
- Cross-browser and functionality testing
- Alpha and final QA reviews before release
- Version control and issue tracking

Project Management

- Prioritized incoming requests
- Coordinated SME and stakeholder reviews
- Managed multiple parallel workstreams
- Scheduled production across the engagement
- Tracked progress and retainer utilization
- Coordinated work across specialists



Why IDLance+ Was a Fit for Our Client

Medical technology doesn't stand still. Neither did this client's learning content.

Instead of asking one person to manage instructional design, development, visual updates, accessibility, quality assurance, and project coordination, work flowed naturally to the right specialist.

The client gained access to an entire bench of Learning & Development professionals, including:

- Instructional Designers
- eLearning Developers
- Visual Designers
- Video Editors
- Quality Assurance Specialists
- Accessibility Specialists
- Project Managers

Some requests took less than an hour, while others required several days of coordinated effort across multiple specialists.

The client sent us what needed updating, and we handled the rest!

After beginning with a Squire Tier retainer, the client expanded the partnership with a Knight Tier retainer to continue supporting their growing portfolio of learning projects.

A Flexible Team for Every Update

From small content updates to larger product revisions, IDLance+ gives you ongoing support without adding headcount. We'll match every request with the right specialist and keep work moving.

Let's build a maintenance plan that works for you!



GET STARTED

