



Optimizing Course Delivery:

Enhancing Efficiency &
Scalability while Reducing Cost

Overview

ICU Medical is a global leader in the development, manufacture, and sale of innovative medical devices used in infusion therapy, oncology, and critical care applications.



Customer Snapshot

Customer since	Location	Employees	Industry	Use Cases
2018	San Clemente, CA	18,000	Medical Devices & Equipment Manufacturing	Automation of content creation via agile (Plm) integration, and biometrics integration to track classroom attendance

Challenges

ICU Medical faced significant challenges delivering consistent training on hundreds of procedures across multiple international locations, exacerbated by decentralized teams and a culture resistant to risk and change.

Partnering with Seertech, their objective was to automate course creation and delivery to improve compliance, reduce administrative workload, and provide accurate, auditable training data.

Solutions



Seertech Learning simplifies versioning with automated updates that reflect procedure revisions, archive outdated content, and enable rapid multilanguage course creation for global teams.



Biometric system integration tracks attendance for supervisor-led training, providing proof of compliance.



Digital signature authentication via SSO verifies online learners' identity to track course completion.

Results

1. Enhanced Compliance and Audit Readiness

Digitized workflows and accurate reporting confirmed employee competency, reduced risk of potential human error, and ensured audit readiness.

2. Improved Training Efficiency

Automated processes enabled seamless course updates. Personalized learning paths facilitated quicker training deployment and reduced administrative workload.

3. Lowered Operational Costs

Reduced administrative burden and scalable workflows impact the bottom line, cutting costs and eliminating operational waste.

Key Metrics



\$42.77B

Industry-wide costs of quality



30%

Reduction in compliance related costs with automation



A learning solution that can handle complexity

Managing training in a heavily regulated, compliance-driven industry is a complex task. Lucky for you, we thrive on solving for complexity. Our learning solution is flexible yet powerful, handling even the most complex learning needs.

Let's chat

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