



Kalleid Newsletter - June 2022

Welcome to Kalleid's newsletter for the month of June, where you'll find some of our most recent content.

Featured Blog Posts



User Acceptance Testing: Tools of the Trade

Many organizations only realize the value of UAT after being forced into costly software rework due to post-release software issues. In this blog, we will discuss the key issues that stymie UAT efforts, as well as provide an overview of several quality UAT management tools that can assist in optimizing this critical stage of testing.

[Read more](#)



How to Create a Successful Software Credentialing Program



Strategies For Creating Effective Technical Documentation - Part 3

The quality of any software credentialing program is directly proportional to the motivation a professional will have to pursue it. It's not enough to simply throw together a PowerPoint presentation and follow it up with a few multiple-choice exam questions. In this blog, we will take a closer look at the best practices used by software vendors for successful software credentialing program development, implementation, and maintenance.

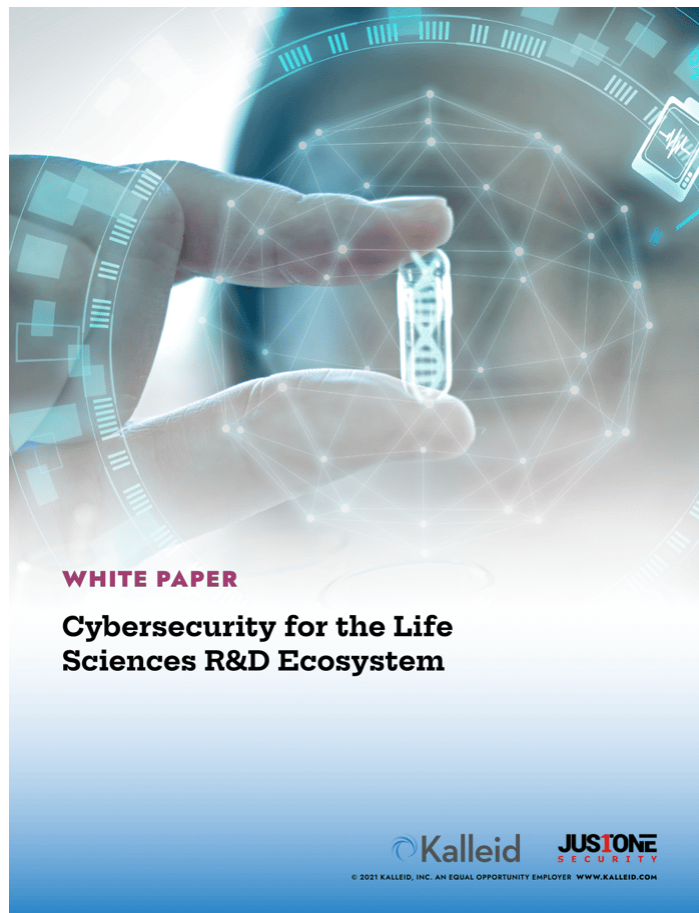
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Good technical writers bring valuable skills and knowledge to their profession, which they have gained through years of writing experience in the trenches. In this blog, we will discuss several critical technical writing tips for creating world-class technical documentation.

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Featured White Paper



Cybersecurity for the Life Sciences R&D Ecosystem

The life science industry requires an effective cybersecurity strategy to facilitate secure, productive, and cost-effective drug discovery research collaboration. In this white paper, we will propose a risk-based security framework based on the model used by the NIH grant issuing agency to meet this need. We will also present a case study in which this model was successfully applied for a global pharmaceutical company.

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Featured Case Study



Customer Training Program for an R&D Data Cloud Company

PROJECT OVERVIEW

A major software company that helps many of the top global pharmaceutical and life science companies unlock siloed R&D data with a cutting-edge, cloud-based data platform wanted to transform their customer experience to promote increased customer retention, expansion of use, and differentiation from other tech firms.

Due to Kalleid's extensive experience and successful track record in developing customer training programs for software companies, the company hired Kalleid to drive the maturity of their training capability through development and implementation of a robust and flexible training program.

BUSINESS CASE

At the start of the engagement, the company's customer training program lacked maturity in a number of areas:

- Training model did not scale
- Response to client requests was reactionary
- Ill-defined learning paths for expertise progression
- Little to no self-paced training options for customers
- Lack of standardization in the customer training experience, from onboarding to deployment and after go-live

To address these issues, the company contracted with Kalleid to transform their training program and customer experience to a more desirable future state:

- The training model scales as the company grows
- Training is a key differentiator that drives retention and expansion of the platform
- Learning paths are defined for personas and content can be accessed in a variety of formats (instructor-led, videos, eLearning, etc.)
- Training is promoted at various points in the customer journey to encourage expertise progression and expanded use

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Who We Are

Kalleid, Inc. is a boutique laboratory IT consulting firm that has served the scientific community since 2014. We work across the value chain in R&D, clinical and quality areas to deliver support services for software implementations in highly complex, multi-site organizations. If you would like

to learn more about Kalleid and the services we offer, please visit [Kalleid.com](https://www.kalleid.com) or [contact us](#) today.



Find out more about our professional services and how our integrated approach to business transformation can maximize your company's success.



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