



Brandon Hall Group

EXCELLENCE AWARDS 2024

Beyond Traditional Onboarding: Regeneron’s Digital Learning Ecosystem

Regeneron and Infopro Learning

Best Learning Experience Platform (LXP) Implementation

November 2024



Company Background



Company-at-a-Glance	
Headquarters	Tarrytown, New York, U.S
Year Founded	1988
Revenue	\$13 billion (US)
Employees	13,450
Global Scale	Regeneron Pharmaceuticals, Inc. is an American biotechnology company headquartered in Westchester County, New York. The company was founded in 1988. Originally focused on neurotrophic factors and their regenerative capabilities.
Customers/Output, etc.	Regeneron (NASDAQ: REGN) is a leading biotechnology company using the power of science to bring new medicines to patients in need.
Industry	Pharmaceuticals
Website	https://www.regeneron.com/



Company Background



Company-at-a-Glance	
Headquarters	New Jersey
Year Founded	1989
Revenue	Private
Employees	500
Global Scale	North America, Europe, Asia, Africa, Australia, and South America
Customers/Output, etc. (Key customers and services offered)	Infopro Learning offers a comprehensive range of learning services to organizations, with 70% of its clients being Fortune 1000 companies or global firms headquartered outside of the USA.
Industry	Learning & Development
Website	www.infoprolearning.com

Budget and Timeframe

Budget and Timeframe	
Number of (HR, Learning, Talent) employees involved with the LXP decision-making and implementation	2
Number of Operations or Subject Matter Expert employees involved with LXP project	2
Number of contractors involved with the LXP project	0
Timeframe to implement	6 months
Start date of the project	May 2023



Fit to the Needs

Business Conditions:

Regeneron operates within a fast-paced and highly regulated industry, where staying ahead necessitates agile and innovative approaches to talent development. With a focus on continuous improvement and employee empowerment, the need for a modernized onboarding solution became evident amidst evolving business conditions.

Business Needs:

1. **Agility and Adaptability:** In an ever-changing business landscape, Regeneron sought a solution capable of adapting to dynamic organizational requirements and scaling alongside the growth trajectory. The need for agility drove the quest for a flexible and customizable onboarding platform capable of accommodating diverse learning needs and evolving compliance standards.
2. **Enhanced Accessibility and Engagement:** Recognizing the importance of accessibility and engagement in driving learning outcomes, Infopro Learning prioritized the need for a user-centric onboarding experience, with the goal of providing new hires with intuitive access to essential resources, fostering engagement and knowledge retention from day one.
3. **Alignment with Organizational Values:** At the heart of Regeneron's culture lies a commitment to excellence, collaboration, and innovation. Infopro Learning sought a solution that would not only streamline onboarding processes but also embody and reinforce the core values, instilling a sense of belonging and purpose among new hires.

Fit to Need:

Unlock:Learn's LXP emerged as the ideal solution to address Regeneron's unique business conditions and strategic needs:

- **Customizable Learning Journeys:** Unlock:Learn's modular and customizable approach to onboarding allowed in tailoring learning journeys to meet the specific needs of diverse employee groups, ensuring relevance, and resonance across the organization.
- **Engagement-Driven Design:** Leveraging interactive elements, multimedia content, and gamification features, Unlock:Learn transformed onboarding into an engaging and immersive experience, driving participation, and knowledge retention among new hires.



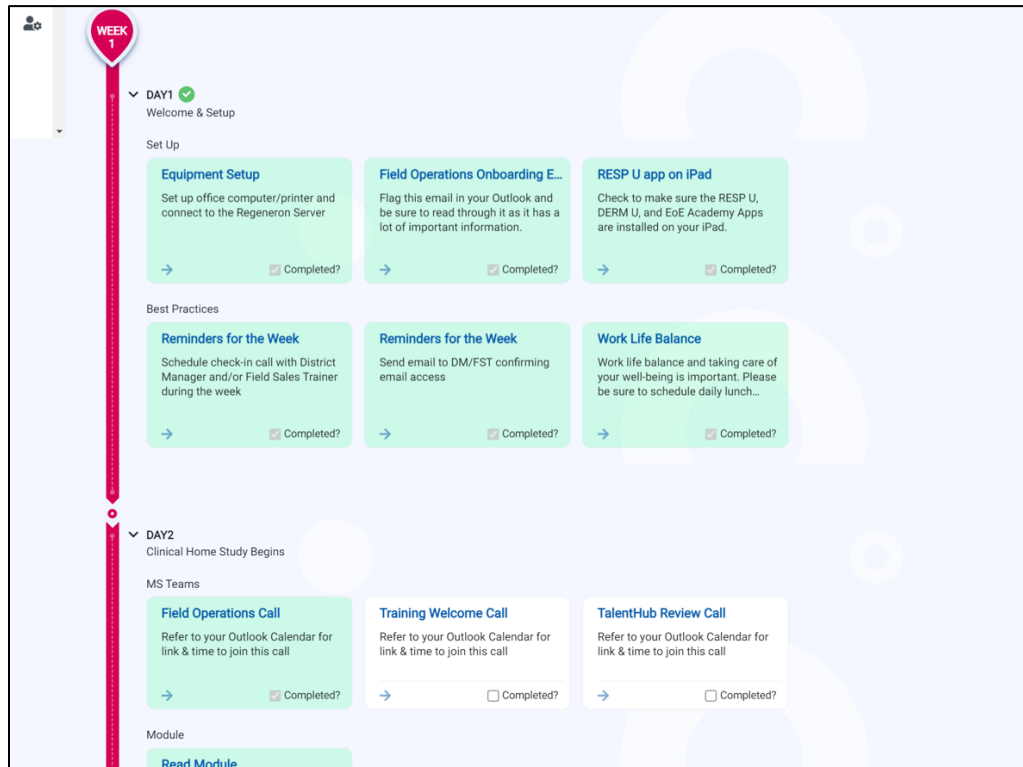
- **Alignment with Organizational Values:** Through its seamless integration with Regeneron's existing systems and alignment with the core values, Unlock:Learn served as a catalyst for cultural assimilation, fostering a sense of community, purpose, and shared identity among employees.

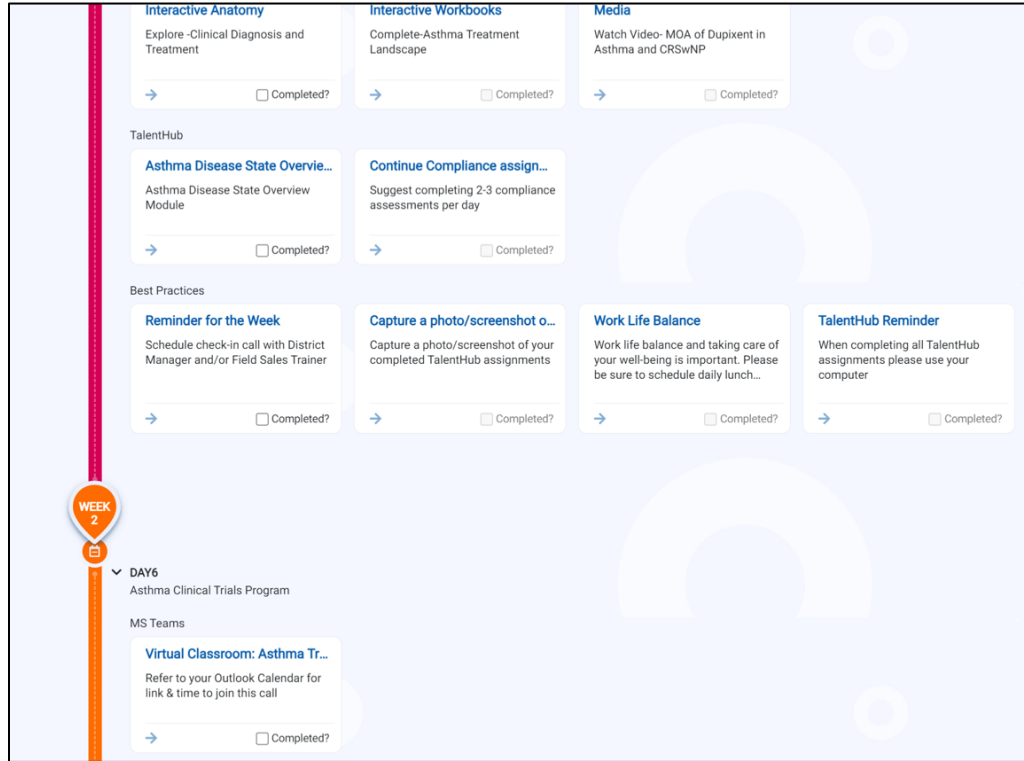
Overview

At Regeneron, Infopro Learning's commitment to excellence extends beyond scientific innovation; it encompasses every aspect of the organization, including employee onboarding. Recognizing the need for a streamlined and comprehensive onboarding process, Infopro Learning embarked on a journey to transform traditional practices into a dynamic, user-centric experience. This initiative led to partnering with Infopro Learning, leveraging their cutting-edge Learning Experience Platform (LXP), Unlock:Learn; to revolutionize our onboarding procedures.

Goals Established:

1. **Centralized Onboarding Structure:** Infopro Learning's primary objective was to consolidate the fragmented onboarding resources scattered across various platforms into a centralized, easily accessible repository.





2. **Enhanced User Experience:** Infopro Learning aimed to simplify the onboarding journey for new hires, providing them with intuitive navigation, clear instructions, and seamless access to relevant resources.



3. **Real-time Tracking and Reporting:** To empower HR administrators with actionable insights, Infopro Learning sought a solution capable of tracking user progress in real time and generating comprehensive reports related to onboarding completion.



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Roadmap
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Progress Status

- In Progress ×
- Completed ×

Completion Date ▼ From To

Original Data
 Include Recertification Data

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+			DUPIXENT® (dupilumab) AllergyENT Home Study	In progress	Mar 03, 2024	–
+			DUPIXENT® (dupilumab) Allergy Home Study	In progress	Jan 08, 2024	–
+			DUPIXENT® (dupilumab) AllergyENT Home Study	Completed	Nov 16, 2023	Dec 12, 2023
+			DUPIXENT® (dupilumab) AllergyENT Home Study	Completed	Nov 13, 2023	Dec 10, 2023
+			DUPIXENT® (dupilumab) AllergyENT Home Study	In progress	Nov 13, 2023	–

DUPIXENT® (dupilumab) Allergy Home Study (amy.gear@regeneron.com) ×

Day 2 : Clinical Home Study Begins

Asset Name	Completion Date	Completion Status
Field Operations Call	–	Not Started
Training Welcome Call	–	Not Started
Read Module	Oct 16, 2023	Completed
Begin Compliance Assignments	Oct 16, 2023	Completed
TalentHub Reminder	–	Not Started
Capture a photo/screenshot	–	Not Started
Read ahead	–	Not Started
Work Life Balance	–	Not Started

Day 3 : Anatomy Physiology and Immune System



Alignment with Organizational Objectives:

Infopro Learning’s LXP initiative directly aligned with Regeneron's overarching organizational objectives:

- **Enhanced Efficiency:** By streamlining the onboarding process, Infopro Learning optimized resource utilization and minimized time-to-productivity for new hires, contributing to overall organizational efficiency. (how many hours/minutes were saved)
- **Employee Engagement:** Providing new hires with a seamless, engaging onboarding experience fostered a culture of empowerment and engagement, reinforcing Regeneron's commitment to employee success. Employee Satisfaction Score
- **Data-driven Decision-making:** The real-time tracking and reporting capabilities of Unlock:Learn empowered HR administrators with actionable insights, enabling data-driven decision-making and continuous process improvement.

DUPIXENT® (dupilumab) AllergyENT Home Study (kelli.wilson@regeneron.com)

Day 1 : Welcome & Setup

Asset Name	Score	Completion Date	Completion Status
Equipment Setup	—	Nov 20, 2023	Completed
Field Operations Onboarding Email	—	Nov 20, 2023	Completed
RESP U app on iPad	—	Nov 20, 2023	Completed
Reminders for the Week	—	Nov 20, 2023	Completed
Reminders for the Week	—	Nov 20, 2023	Completed
Work Life Balance	—	Nov 20, 2023	Completed

Day 2 : Clinical Home Study Begins

Asset Name	Score	Completion Date	Completion Status
Field Operations Call	—	Nov 20, 2023	Completed
Training Welcome Call	—	Nov 20, 2023	Completed



Design and Delivery of the Program

Strategy and Design:

Regeneron's decision to implement an LXP stemmed from a strategic imperative to revolutionize the onboarding experience and align learning initiatives with organizational goals. The design of the LXP project was guided by the following key considerations:

1. **User-Centric Approach:** Central to Infopro Learning's strategy was the prioritization of user experience and accessibility. Recognizing the diverse learning preferences of the workforce, Infopro Learning aimed to create a seamless and intuitive onboarding journey that would resonate with all employees, irrespective of their background or role within the organization.
2. **Integration and Interoperability:** Seamless integration with existing systems and platforms was paramount to ensure a cohesive learning ecosystem. The LXP's integration with Regeneron's Identity Provider (IDP) and single sign-on (SSO) functionality facilitated easy access for users, eliminating the need for multiple logins and enhancing user convenience.

Execution:

The execution of the LXP project was characterized by meticulous planning, collaborative effort, and a relentless focus on quality and innovation:

1. **Unified Learning Environment:** By consolidating all asynchronous learning elements onto a single platform, the LXP provided users with a unified learning environment, eliminating the fragmentation inherent in disparate systems and tools. Whether accessing learning assets, engaging in discussions, or completing evaluations, users could seamlessly navigate through the onboarding journey without encountering unnecessary barriers or complexities.
2. **Optimized Learning Pathways:** Leveraging LXP's advanced customization capabilities, tailored learning pathways that catered to the unique needs and preferences of different user segments were curated. From interactive modules and multimedia resources to collaborative forums and pre/post evaluations, each component of the onboarding program was thoughtfully designed to maximize engagement, knowledge retention, and learning outcomes.



Alignment with Organizational Goals:

The decision to adopt an LXP aligns closely with Regeneron's broader learning strategy and business objectives:

- **Enhanced Learning Agility:** By embracing an agile and adaptive learning approach facilitated by the LXP, Regeneron empowers employees to stay abreast of evolving industry trends, regulatory requirements, and technological advancements, fostering a culture of continuous learning and innovation.
- **Improved Operational Efficiency:** The streamlined design and delivery of the onboarding program via the LXP contribute to improved operational efficiency, reducing administrative burden, enhancing tracking and reporting capabilities, and ultimately driving cost savings for the organization.

Adoption of the Program

Implementation Process:

The implementation of the Learning Experience Platform (LXP) at Regeneron was meticulously planned and executed, leveraging a structured approach that prioritized user engagement, alignment with organizational goals, and seamless integration with existing systems and workflows. The implementation process comprised the following key steps:

1. **Needs Assessment and Requirements Gathering:** Prior to implementation, a comprehensive needs assessment was conducted to identify key pain points, learning objectives, and stakeholder expectations. This phase involved close collaboration with HR, L&D, and IT teams to ensure a holistic understanding of organizational requirements and user preferences.
2. **Customization and Configuration:** Based on the findings of the needs assessment, the LXP was customized and configured to align with Regeneron's unique business needs, learning culture, and technological infrastructure. This phase involved tailoring the platform's features, content libraries, user interfaces, and branding elements to reflect Regeneron's brand identity and corporate values.



3. **Pilot Testing and Feedback Iteration:** Prior to full-scale deployment, a pilot program was conducted to solicit feedback from end-users and stakeholders, allowing for iterative refinement and optimization of the platform based on real-world usage scenarios. This iterative approach ensured that the LXP met the diverse needs of users across different departments, roles, and learning preferences.
4. **Training and Change Management:** To facilitate smooth adoption and transition, comprehensive training sessions were conducted for end-users, administrators, and support staff, providing them with the necessary skills, knowledge, and resources to leverage the LXP effectively. Additionally, change management strategies were employed to address any resistance to change and promote a culture of continuous learning and adaptation.

Driving Adoption of the LXP:

The successful adoption of the LXP at Regeneron was driven by a multifaceted approach that focused on user engagement, communication, and support. Key strategies included:

1. **Stakeholder Engagement and Advocacy:** Engaging key stakeholders, including senior leadership, department heads, and frontline managers, was critical in garnering support and buy-in for the LXP initiative. By demonstrating the platform's value proposition, highlighting its potential impact on business outcomes, and soliciting feedback, Infopro Learning was able to secure organizational endorsement and alignment.
2. **User-Centric Design and Accessibility:** A user-centric design approach was adopted to ensure that the LXP was intuitive, user-friendly, and accessible to learners of all skill levels and backgrounds. Features such as single sign-on (SSO), mobile responsiveness, and personalized learning pathways were incorporated to enhance usability and encourage adoption.
3. **Continuous Communication and Feedback:** Open and transparent communication channels were established to keep users informed about the LXP initiative, its objectives, and its benefits. Regular updates, newsletters, and feedback mechanisms were utilized to solicit user input, address concerns, and reinforce the value of the platform in driving learning outcomes and professional development.



Overcoming Challenges:

While the implementation of the LXP at Regeneron was largely successful, it was not without its challenges. Some of the key challenges encountered and mitigated included:

1. **Technical Integration and Compatibility:** Integrating the LXP with existing systems and platforms posed technical challenges related to data migration, interoperability, and compatibility. These challenges were addressed through close collaboration with IT teams, vendor support, and rigorous testing to ensure seamless integration and data integrity.
2. **Change Management and User Adoption:** Resistance to change and lack of familiarity with the new platform presented challenges in driving user adoption. These challenges were overcome through targeted change management initiatives, user training, and ongoing support to address user concerns, build confidence, and promote a culture of continuous learning and improvement.

Measurable Benefits

Impact on Learners:

The implementation of the Learning Experience Platform (LXP) at Regeneron has yielded tangible and quantifiable benefits, both for individual learners and the organization as a whole:

1. **Enhanced Accessibility and Engagement:** LXP's intuitive design and user-friendly interface have significantly enhanced accessibility and engagement for learners, particularly new hires undergoing the onboarding process. By consolidating all learning resources and activities into a centralized platform, Infopro Learning facilitated seamless access to critical training materials and streamlined the onboarding experience, leading to higher levels of learner participation and satisfaction.
2. **Improved Tracking and Progress Monitoring:** From an administrative standpoint, LXP has revolutionized the tracking and monitoring of learner progress and performance. Through robust analytics and reporting capabilities, administrators can gain real-time insights into learner activity, completion rates, and engagement levels. This granular visibility enables proactive intervention, personalized support, and targeted interventions to address any gaps or challenges encountered during the onboarding journey.



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+			DUPIXENT® (dupilumab) AllergyENT Home Study	In progress	Nov 13, 2023	--
+			DUPIXENT® (dupilumab) AllergyENT Home Study	In progress	Nov 13, 2023	--

Achievements:

- 1. Centralized Onboarding Repository:** Unlock:Learn's LXP allowed in aggregating all onboarding resources, including documents, training modules, and best practices, into a single, user-friendly platform. By consolidating this information, confusion was eliminated, and efficiency was enhanced.
- 2. Intuitive Pathway Mapping:** Leveraging Unlock:Learn's intuitive pathway mapping feature, Infopro Learning meticulously structured the onboarding journey, breaking it down into daily tasks and activities. This clear, step-by-step roadmap empowered new hires to navigate their onboarding process with confidence.
- 3. Seamless Integration and Launch:** Through seamless integration with the existing systems and Single Sign-On (SSO) capabilities, Unlock:Learn seamlessly integrated with the Learning Management System (LMS), enabling one-click access to relevant training courses and materials.
- 4. Automated Progress Tracking:** By enabling users to mark each onboarding step as complete, Unlock:Learn facilitated automated progress tracking. Administrators could effortlessly monitor individual progress and generate day-wise reports, facilitating proactive intervention when necessary.



Measurement of ROI and Business Impact:

In assessing the ROI and business impact of the LXP, Regeneron has adopted a multifaceted approach that considers both quantitative metrics and qualitative feedback:

1. **Quantitative Metrics:** Key performance indicators (KPIs) such as time-to-competency, onboarding completion rates, and training efficiency ratios serve as quantitative benchmarks for evaluating the impact of the LXP on business outcomes. By analyzing these metrics over time, the efficiency gains, cost savings, and productivity improvements attributable to the LXP can be tracked, thereby quantifying its ROI in concrete terms.
2. **Qualitative Feedback:** In addition to quantitative data, qualitative feedback from learners, managers, and stakeholders provides valuable insights into the perceived value and efficacy of the LXP. Through surveys, focus groups, and stakeholder interviews, anecdotal evidence of improved learning outcomes, enhanced employee satisfaction, and greater alignment with organizational objectives are captured, further validating the positive impact of the LXP on business performance.

Prioritization and Identification of Key Metrics:

The prioritization and identification of key metrics were guided by a strategic focus on outcomes that directly align with Regeneron's business objectives and learning goals. By aligning measurement efforts with organizational priorities such as accelerated onboarding, enhanced employee performance, and operational excellence, it is ensured that the evaluation process remains relevant, meaningful, and actionable, driving continuous improvement and value creation.



Overall

Summary of LXP Project Results:

The implementation of the Learning Experience Platform (LXP) at Regeneron has yielded transformative outcomes, underscoring its strategic significance and tangible impact on organizational performance:

1. **Enhanced Learning Effectiveness:** The LXP has revolutionized the onboarding experience for new hires, facilitating seamless access to critical training materials, resources, and activities. By centralizing learning assets and streamlining the onboarding process, time-to-competency accelerated, knowledge retention improved, and learner engagement enhanced, resulting in more confident and productive employees from day one.
2. **Optimized Administrative Efficiency:** From an administrative perspective, LXP has empowered HR and L&D teams with powerful tools and insights to track, monitor, and manage the onboarding journey effectively. By leveraging robust analytics, reporting functionalities, and automation capabilities, administrators can identify trends, address challenges, and drive continuous improvement, thereby enhancing operational efficiency and resource utilization.

Key Lessons Learned:

1. **Importance of User-Centric Design:** One of the key lessons learned from the LXP project is the paramount importance of user-centric design in driving adoption and engagement. By prioritizing user experience and incorporating feedback from stakeholders throughout the design and implementation process, a platform that resonates with learners, fosters engagement, and maximizes learning outcomes has been created.
2. **Agility and Adaptability:** Another crucial lesson learned is the importance of agility and adaptability in navigating complex organizational dynamics and evolving learning needs. The LXP project highlighted the need for iterative development, rapid prototyping, and continuous refinement to ensure alignment with changing business requirements and technological advancements, thereby future proofing the investments and enhancing long-term sustainability.

Application to Future Technology Implementations:

The insights gained from the LXP project will serve as invaluable guiding principles for future technology implementations and initiatives aimed at enhancing the employee experience, driving digital transformation, and unlocking new opportunities for growth and innovation. Specifically, Infopro Learning will leverage the learnings to:



1. **Drive Continuous Improvement:** By embracing a culture of continuous improvement and innovation, feedback, data-driven insights, and emerging technologies will be leveraged to refine and optimize the learning ecosystem, ensuring that it remains agile, responsive, and aligned with evolving business needs.
2. **Promote Collaboration and Knowledge Sharing:** Building on the success of the LXP project, Infopro Learning will continue to champion collaboration, knowledge sharing, and cross-functional partnerships to leverage collective expertise, drive synergies, and maximize the impact of technology-enabled initiatives across the organization.

Conclusion:

In conclusion, the LXP project at Regeneron has not only delivered tangible results but also imparted invaluable lessons that will shape Infopro Learning's approach to technology implementations and learning initiatives in the future. By prioritizing user-centric design, fostering agility, and embracing a culture of continuous improvement, the company is poised to unlock new opportunities, drive innovation, and elevate the employee experience to new heights.



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