

How LetsGetChecked scaled partner education by 2X using impact.com x LearnUpon



Situation

Searching for an efficient way to onboard and train new partners

Virtual healthcare company LetsGetChecked (LGC) empowers people across Europe and the United States to live healthier and happier lives. As part of this mission, LetsGetChecked leverages relationships with a variety of partners to teach people about various health topics and conditions.

However, LGC hadn't synchronized the process of onboarding and educating new partners. The partnerships team used impact.com to find and manage LGC's partners and relied on LearnUpon to educate them.

Both groups faced logistical and strategic challenges, including:

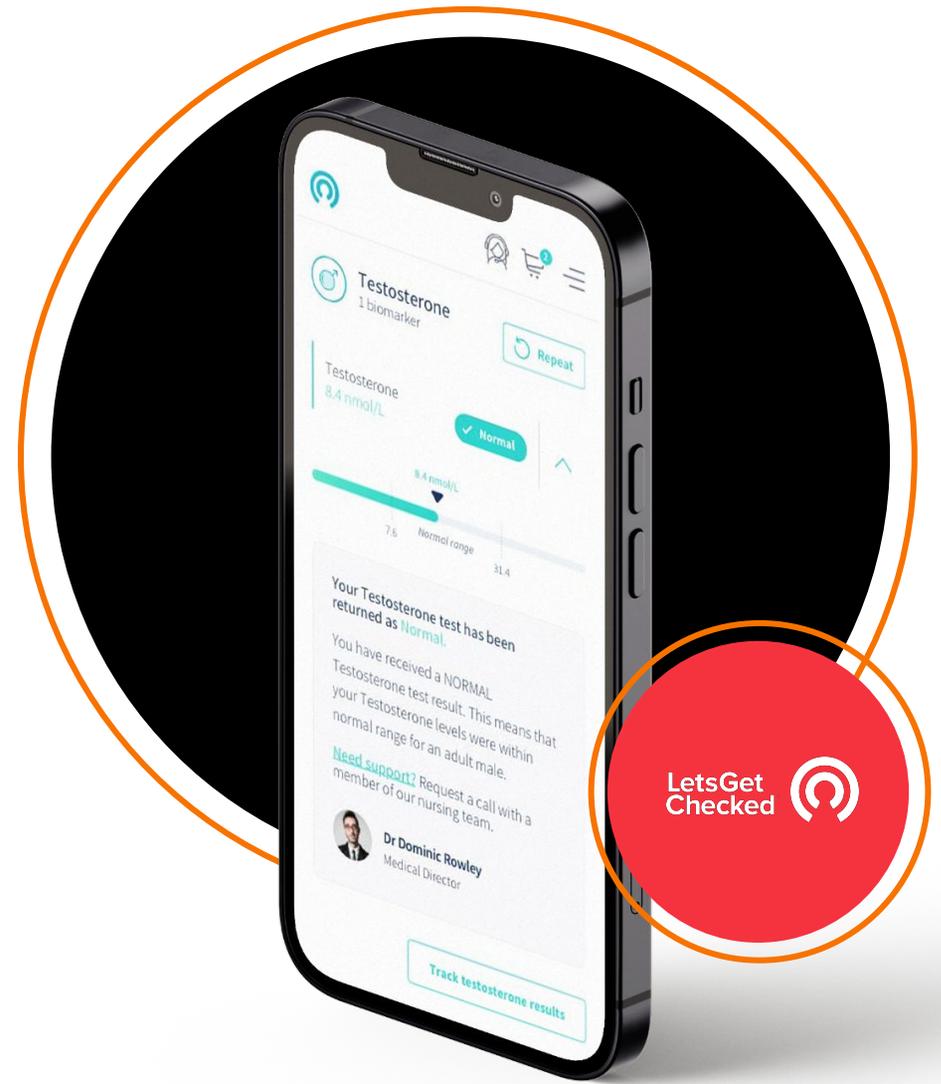
- One-on-one onboarding calls with new partners took valuable time from LGC's partnerships team
- Sharing heavy training materials via email and cloud services wasn't systematic or practical
- U.S.-based partners struggled with time zone differences and response delays between them and LGC's Dublin headquarters
- The partnerships team didn't have a seamless solution to streamline their processes

LetsGetChecked realized that this multi-stage onboarding process was time-consuming, tedious, and repetitive. It needed a solution to make its onboarding processes run like clockwork.

About

About LetsGetChecked

LetsGetChecked is a virtual care company that allows customers to manage their health from home. It provides direct access to telehealth services, pharmacy, and laboratory tests with at-home sample collection kits for a wide range of health conditions, including sexual health, cholesterol, diabetes, thyroid, coronavirus (COVID-19), and more.



LetsGet
Checked



“We were onboarding new partners manually, which included a lot of repetitive, time-consuming tasks. We used the impact.com x LearnUpon integration to synchronize our partner onboarding processes. Having this training tool within the partnerships solution allowed the team to focus on developing our partnerships program instead of spending work hours training every new partner.”



Eimear O'Sullivan

Marketing Partnership Manager,
LetsGetChecked



Solution

An integration that enables scalable partner onboarding and education

LetsGetChecked's partnerships team used the impact.com x LearnUpon integration to automate two key steps of the partnership program: onboarding and education.

Before activating the impact.com and LearnUpon integration, partners toggled between separate platforms to manage their relationships and learn content, with partnership information living in impact.com and educational content living in LearnUpon.

Once LGC activated the integration and partners logged into impact.com, they saw their latest activity reports and training courses directly related to their niche (female health, COVID, etc.).

The impact.com x LearnUpon integration provided a seamless, easy way for partners to access and learn vital new information. Partners felt less intimidated by complicated healthcare-related materials and were more engaged while learning.

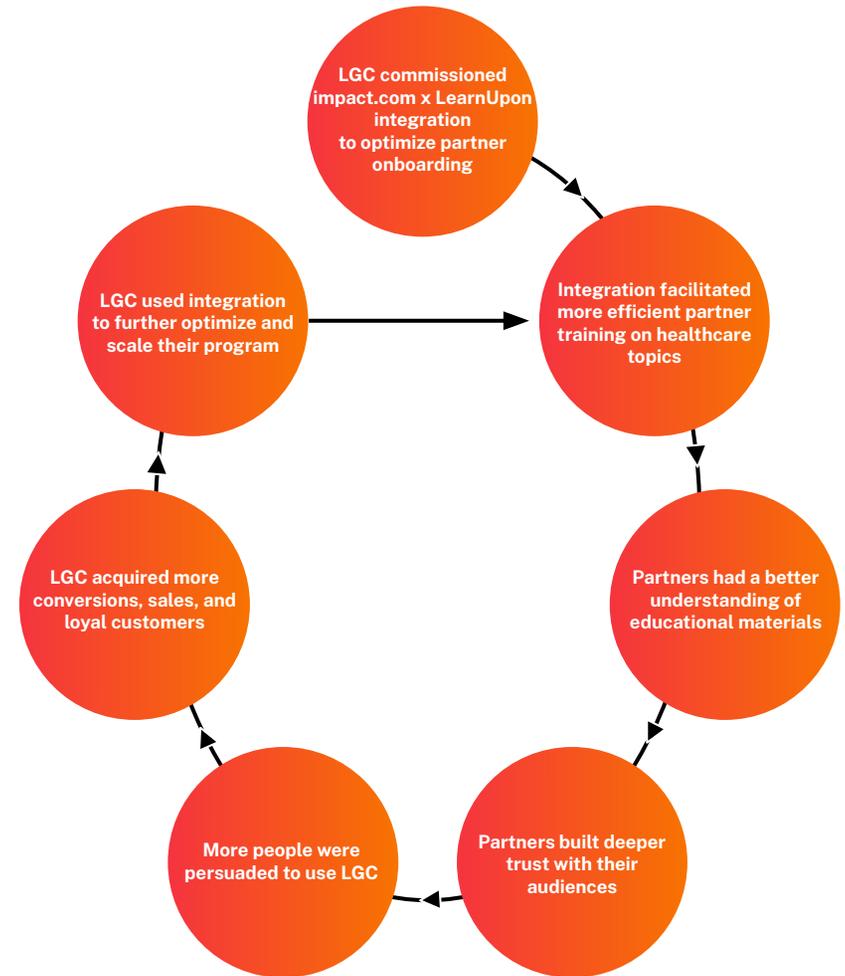
Outcome

Significant improvement in partnership performance

Immediately, the partnerships teams saw significant improvement in the efficiency of their onboarding process. Now partners could receive instruction on the platform without time-consuming one-to-one calls or delays due to time zone challenges.

Small and medium-sized partners who needed some extra training saw marked improvement in their performance after taking the training courses. The materials and how they were presented gave them confidence in specific niche healthcare subjects, instilling trust in their audiences and driving customers to LGC.

The integration connected LGC, their partners, and potential customers in a fully functioning, automated cycle.



The integration successfully bridged together two related but siloed processes. Partners were more prepared than ever to share critical health information with their audiences, giving the LGC team the opportunity to optimize its partnership program even more.