

How Miltenyi Biotec Cut Compliance Costs Without Cutting Training Quality

The strategy one HR Compliance Manager used to scale customized compliance training that employees actually connect with — at a fraction of the cost and without compromising a single compliance guardrail.

**900+
Employees**

scaled across
5 locations

**100+
Hours**

saved on manual
research & training

**\$1,000s
Reduced**

on outsourcing
training resources



Featured Customer

Jennifer Frohman Pawlak • HR Compliance Manager

BACKGROUND

A biotech company that can't afford to be generic compliance training

Miltenyi Biotec offers research and clinical grade products for sample preparation, cell separation, flow cytometry, and cell culture applications. In the U.S. alone, 900+ employees span multiple states, with roughly a third based in California, where workplace compliance requirements are among the most demanding in the country.

Their workforce is as varied as the sciences they cover. Bench scientists, warehouse staff, quality assurance specialists, finance teams, clinical trial coordinators, each with different roles, different risk profiles, and different things they need to walk away knowing.

All of it is managed by superhero, Jennifer. A team of one.

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No day is the same. It's a lot for a team of one.



– Jennifer Frohman Pawlak, HR Compliance Manager

THE PROBLEM WITH GENERIC TRAINING

When training doesn't reflect your workplace, employees check out

Compliance training has a reputation problem (and it's largely earned). Generic courses with faceless narrators, hypothetical scenarios that feel nothing like day-to-day work, and zero reference to the people, systems, or policies employees actually use. It's no wonder most employees tune out, retention tanks, and organizations burn budget on content that doesn't reduce risk.

The stakes are higher than just a low completion rate. When employees don't recognize themselves or their workplace in a training, they don't internalize the behaviors that matter. And un-internalized behaviors don't protect your business.

Organizations that are getting compliance training right aren't just assigning courses... they're tailoring them to their company and employees. Making learning relevant to the specific roles, locations, reporting structures, and policies that define their company. Reinforcing the exact behaviors that reduce risk in their environment. That specificity is what drives retention and retention is what drives protection.

For Jennifer Frohman Pawlak, HR Compliance Manager at Miltenyi Biotec, this wasn't a theoretical problem. It was the reason customization became non-negotiable from day one.

WHY EASYLLAMA

Training that says ‘this is for you’, not ‘this is for everyone’

When employees sit down for a compliance training and see a generic company logo and hear a script that could belong to any organization in any industry, they know immediately that this wasn't built for them. They immediately tune it out or click through as fast as they can.

Jennifer understood that instinct, and EasyLlama gave her the tools to counter it.

Miltenyi's sexual harassment prevention training — covering the U.S., Canada, and Australia — was customized from the start. Each version reflects the company's actual reporting structure, the HRIS system employees use, and the specific contacts they should reach out to if something happens. It's not only legally compliant, but unmistakably ‘Miltenyi Biotec’.

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The importance of making training custom is that employees see, 'Oh, at Miltenyi, this is how we do it. This is who I go to if I have a question.' If you want to look up this policy, you go to UKG — because that's the system we use. It's relevant to them.



— Jennifer Frohman Pawlak, HR Compliance Manager

That relevance isn't just nice to have. It's the difference between an employee who absorbs the training and one who clicks through it.

CUSTOMIZATION IN PRACTICE

California Workplace Violence Prevention: a real policy, built into a tailored course

When California passed its Workplace Violence Prevention legislation, Miltenyi already had a plan written. The challenge was turning that plan into training employees would actually engage with and remember, rather than have a static, generic document that could belong to any company.

Jennifer, as a team of one, also had to do this all without hiring an outside firm, starting from scratch, or losing months to production.

Jennifer customized EasyLlama's existing workplace violence prevention training to reflect Miltenyi's reporting structures, emergency plans, and internal processes. The compliance framework was already there and the content was already legally vetted. All that remained was tailoring the document and training around the plan to Miltenyi's needs, making it their own.

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It was very straightforward, very clear what I needed to do. It was really easy to take our policy and our plan and literally cut and paste. The fact that the content was already there, I didn't have to worry about hiring somebody to do that training. It was super plug and play.



— Jennifer Frohman Pawlak, HR Compliance Manager

The result: a plan and course that references Miltenyi's actual emergency plans, actual reporting channels, and actual contacts, all woven into the training itself, not buried in a downloadable addendum. Jennifer immediately noticed the impact.



SPECIFIC PROBLEMS WITH CUSTOMIZED SOLUTIONS

Jennifer recalls a past situation where employees were confused about who they were allowed to go to — not a harassment incident itself, but a gap in clarity — which was immediately remedied by training that was tailored based on different seniorities: supervisor, HR, supervisor's supervisor, and beyond.

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We wanted to make sure people understood that they can report to whoever they want to. Having that in the training, specific to us, means they know their options. That's the whole point.



— Jennifer Frohman Pawlak, HR Compliance Manager

This helped remove ambiguity around reporting paths and ensured employees understood exactly who they could go to if an issue occurred. This is a prime example of what customization actually does for a business: it closes the gaps that generic training leaves open.

This was simply one of many training issues fixed in a matter of minutes with EasyLlama's customizations feature.

MILENTYI BIOTECS CUSTOM REPORTING PATH IN EASYLLAMA



Your comfort and safety come first.

Report to whoever you trust. We're here to listen and support.



EasyLlama

THE IMPACT OF CUSTOMIZING THE CALIFORNIA WORKPLACE PREVENTION PLAN

A generic course might have satisfied California's legal requirement. A customized one actually changed what employees knew, what they retained, and what they'd do if something happened.

Employees who know their resources & retain information.

Customized reporting channels and contacts mean employees leave training knowing exactly where to go, and actually using those channels.

A compliance program that scales while remaining relevant.

One administrator. Three countries. Multiple course types. All managed, updated, and tracked within a single platform.

No outside vendors. No production fees or continuous costs.

HR customizes and maintains courses using EasyLlama, with no hired voiceover artists, no re-recording when a law changes.

Automatic regulatory updates alongside tailored training.

When California updates a regulation, EasyLlama updates the content. HR doesn't have to monitor laws to know training is current.

For Jennifer, the impact of tailoring Miltenyi's Workplace Violence Prevention training through EasyLlama was felt across the board:

- **Increased employee engagement** — Training went from static and not very dynamic to a course employees actually engaged with, making it more likely the message would sink in.
- **Improved knowledge retention** — By emphasizing the specific areas where Jennifer knew employees had questions, the customized course addressed real confusion points rather than glossing over them.
- **Clearer access to resources** — Employees left the training knowing exactly where to find resources if they needed them, something the generic version didn't reliably deliver.

- **Expanded and clarified reporting paths** — By building in every available reporting avenue (supervisor, HR, supervisor's supervisor, and beyond), the training removed ambiguity around who employees could go to if an issue occurred.
- **Company-specific context throughout** — Real emergency plans, real contacts, and real internal processes were woven directly into the course, not attached as a separate document employees would never open.
- **No outside vendor or production cost** — Jennifer built and deployed a fully customized, California-compliant course herself, with no outside firm, no production budget, and no lengthy build timeline.
- **Faster build time than expected** — A complex, regulation-specific course was completed quickly using EasyLlama's existing framework, freeing Jennifer's time for other priorities.
- **Ongoing currency without manual upkeep** — When California updates its requirements, EasyLlama updates the underlying content. Jennifer updates the Miltenyi-specific details. The course stays compliant without starting from scratch.

With fast customization, automatically updated content, and training built around how Miltenyi actually operates, EasyLlama didn't just satisfy a compliance requirement. It drove the knowledge retention and behavior change that protect employees, and the business behind them.

HOW EASYLLAMA MAKES IT...EASY

Built For the Admin, Not Just the Learner

Most HR professionals aren't instructional designers and they shouldn't have to be. EasyLlama's library of 450+ legally vetted compliance and workplace training courses means the hardest part is already done. The regulatory research, the legally required content, the course structure — it's all built in.

Jennifer notes that course customization often sounds simple in a sales demo and complicated in practice. But with EasyLlama, the reality matched the promise.

Admins like Jennifer can edit text, swap out scenarios, update narration, add company-specific slides, and attach internal policy documents directly to a course — all at the slide level, all within the platform. When a slide contains legally required content, EasyLlama's built-in Legal Tags flag it automatically, so nothing critical gets removed by accident.

The guardrails are there. The flexibility is too.

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It was very intuitive and very easy to use. And when I was ready to go, I figured out how to assign people and set up all the automation rules. Super user friendly.



— Jennifer Frohman Pawlak, HR Compliance Manager

Beyond the customization process itself, EasyLlama handles everything that happens after a course is published, including automated assignments, promotion-triggered enrollments, scheduled reminders, and real-time completion tracking.

Jennifer runs biweekly reports and sends them directly to HR Business Partners while the platform helps keep training assignments and compliance workflows moving in the background.

For a team of one managing nine hundred employees across multiple states, EasyLlama has allowed her to run a successful compliance program that feels like it's managed by a full team.

RESULTS & ROI

Relevant Training. Retained Knowledge. Reduced Risk & Cost.

With EasyLlama, the impact of a fully customized, automated compliance program showed up across every dimension that matters to a lean HR team: time, money, risk, and the confidence that comes from knowing nothing is slipping through the cracks. The impact was clear and measurable.

Time Saved

Hundreds of hours saved on legal updates and regulations and creating manual training content.

"The fact that EasyLlama does all the regulatory updates, and I don't have to track that, is immeasurable."

Money Saved

Hundreds of thousands of dollars saved across legal fees and other training resources.

"EasyLlama saves hundreds of thousands of dollars in my work, in legal fees. If I had to pick one reason to go with EasyLlama, that is it."

Lean Team. Full Coverage.

A single HR Compliance Manager runs a training program spanning 900 U.S. employees, three countries, and multiple state-specific requirements, all without the need for additional headcount or third party services.

"As a team of one, EasyLlama makes it manageable."

Risk Reduced

Legally vetted content, built-in Legal Tags, and automatic regulatory updates mean Miltenyi's training is never out of date, never out of compliance, and always audit-ready.

"Getting legal updates from EasyLlama as things happens, that is immeasurable."

THE BOTTOM LINE

Customization isn't an Extra. It's the Point.

Generic compliance training checks a box. Customized training changes behavior. And behavior change — employees who know their reporting options, who recognize a workplace violence risk, who understand what the policy actually says — is what protects a business.

EasyLlama gives HR teams the tools to build that kind of training without the overhead of outside vendors, instructional designers, or months-long production cycles. The content framework is there. The compliance expertise is built in. What's left is making it yours.

For Jennifer, the value shows up every time an employee completes a training that speaks directly to them — and every time she doesn't have to re-record a voiceover because a regulation changed.

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EasyLlama is for a modern workforce on the go. And you can customize it to your employees and your workforce. Just do it — you won't be sad that you did.



— Jennifer Frohman Pawlak, HR Compliance Manager

READY TO CUSTOMIZE COMPLIANCE TO YOUR WORKFORCE?

Request a demo at easyllama.com



[Book a demo →](#)