

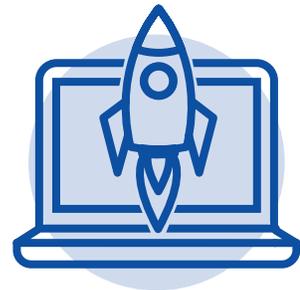
Military Personnel Command Learning Support Centre (MILPERSCOM LSC) modernizes learning content development and deployment with dominKnow | ONE



60,000+
Learners Supported



Single-Source Responsive
Course Design



Parallel Development
Across Teams



“Responsive design was a key feature for us. With other tools, we were building three different versions for three different devices. With dominKnow, we don’t have to do that.”

Steven Noseworthy

Lead of Immersive and e-Learning Development Teams

dominKnow|:::

Overview

The MILPERSCOM LSC supports the Canadian Department of National Defence with a wide range of learning and development needs across complex, highly regulated environments. From compliance and onboarding to mandatory skills and role-based training, MILPERSCOM LSC must deliver training that reflects the current reality of the field force and is scalable, adaptable and focused to meet the changing demands of training establishments.

To meet these demands at scale, MILPERSCOM LSC standardized on dominKnow | ONE as its primary platform for authoring and managing learning content. Today, dominKnow | ONE plays a central role in how MILPERSCOM LSC creates, updates, and governs learning content for tens of thousands of learners—while enabling teams to work more collaboratively and efficiently.

Highlights

Challenges

- Scalling complex training while maintaining consistent, up to date content.

Solution

- Implemented dominKnow | ONE for centralized, single-source learning development.

Results

- Faster content updates, better collaboration, reduced instructor workload, and scalable training delivery.

Challenge

The challenge: scale, governance, and sustainability

MILPERSCOM LSC's learning teams are responsible for training across a broad range of “support trades” – including logistics, human resources, military police, firefighters, cooks, and other roles that ensure day-to-day military operations run smoothly. Training spans multiple formats and audiences, often with long lifespans and frequent updates driven by policy, operational, or regulatory change.

Prior approaches made it difficult to:

- Maintain a single source of truth for learning content
- Update materials efficiently without recreating content
- Support multiple outputs and device types without duplicate work
- Enable collaboration across developers, designers, and stakeholders
- Apply consistent governance and accessibility standards

As learning demand increased, MILPERSCOM LSC recognized the need for a platform that could support not just course creation, but long-term content sustainability.



Solution

Why dominKnow | ONE

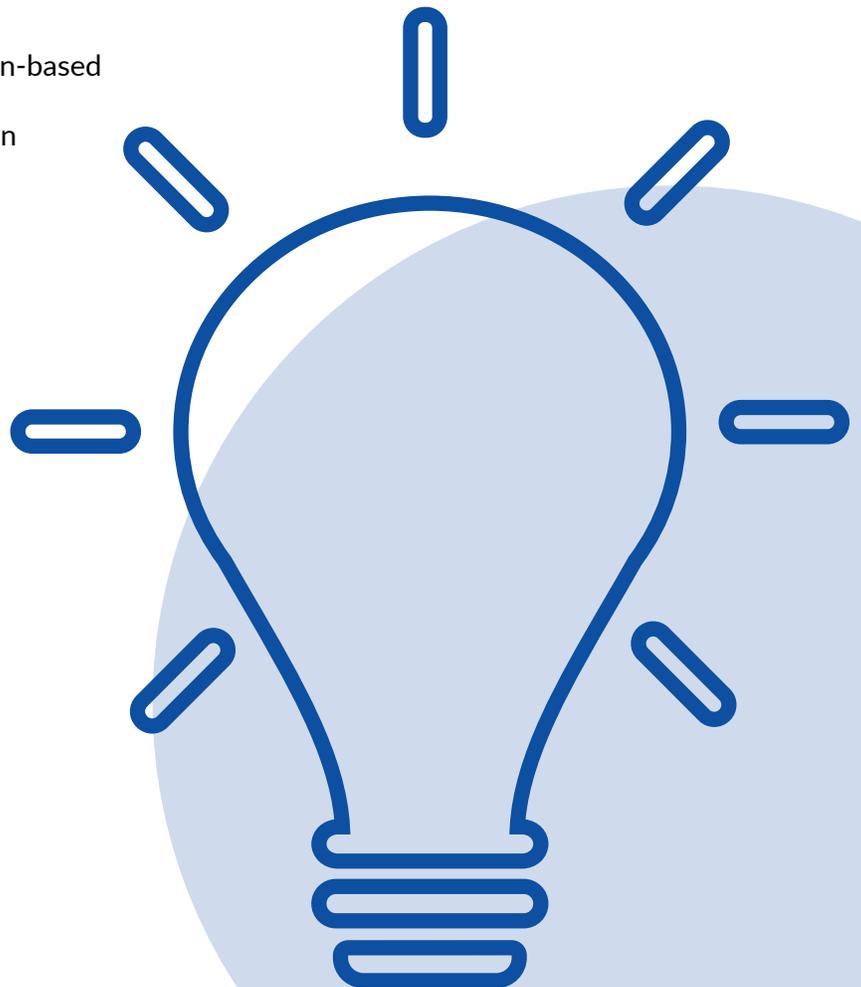
MILPERSCOM LSC selected dominKnow | ONE for its ability to combine advanced authoring with robust learning content management in a single platform.

dominKnow | ONE is used to support training across the MILPERSCOM LSC's trade schools and learning organizations, serving an audience of over 60,000 learners. According to Charlie Beaney, Team Lead for Programming, and Steven Noseworthy, Lead of Immersive and e-Learning Development Teams, several factors made dominKnow | ONE the right fit:

- Centralized content management keeps everything in one place and reduces reliance on multiple tools
- Single-source authoring, allows updates to be made once and reused across multiple learning assets
- Responsive design, eliminates the need to build and maintain separate versions for desktop, tablet, and mobile devices
- Strong governance and accessibility capabilities aligned with public-sector requirements

This combination enabled MILPERSCOM LSC to move beyond isolated course development toward a more systematic, scalable content strategy.

In addition, dominKnow's status as a Canadian-based company has taken on increased importance. While this was not a primary decision criterion at the time of purchase, recent Government of Canada initiatives to prioritize Canadian suppliers have reinforced MILPERSCOM LSC's confidence in its choice.



Results

What's working well

Improved efficiency through reuse and responsiveness

With dominKnow | ONE's single-source model, MILPERSCOM LSC teams can reuse content across multiple learning assets and update it once rather than in multiple places. This has significantly reduced rework and made ongoing maintenance more manageable.

The platform's responsive design capabilities have also streamlined development. Where teams previously built separate desktop, tablet, and mobile versions, they can now design once and trust the platform to handle layout and delivery across devices.

As Steven explains,

“Responsive design was a key feature for us. With other tools, we were building three different versions for three different devices. With dominKnow, we don't have to do that.”

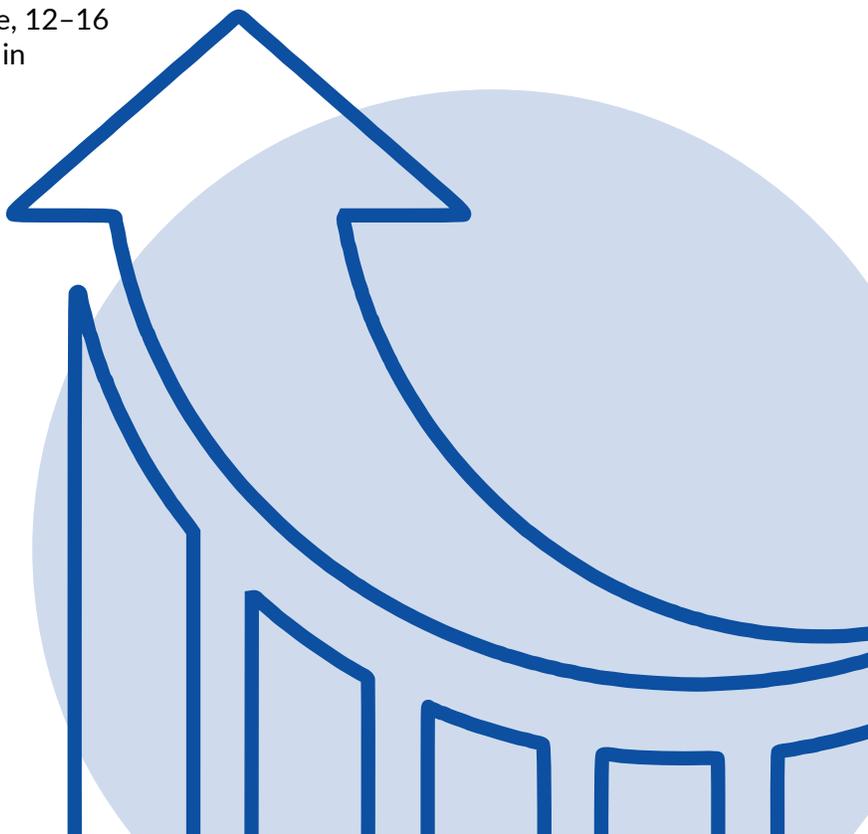
Collaboration that accelerates delivery

Collaboration has been another major area of improvement. dominKnow | ONE allows multiple contributors to work within the same environment, making it easier to divide work, share best practices, and maintain momentum on large projects.

In one example, MILPERSCOM LSC delivered a large, 12-16 hour course by enabling several developers to work in parallel across different modules. Team members were able to step in and out of projects as needed, review each other's work directly in the platform, and keep progress moving without disruption.

Steven described this as one of the biggest time-savers:

“Being able to have clients preview and review content directly in the tool is a massive efficiency gain for us.”



Charlie added that this flexibility allows them to dynamically assign work based on skills and availability:

“We can pull a developer from one project to help on another, even if they’re halfway through. Someone else can step in and finish because everything is collaborative.”

Digitizing assessment and saving instructor time

Another major win has been the digitization of assessments to reduce the workload of instructors within the training establishments. Historically, these exams were paper-based and required instructors to manually mark results—often involving significant time and coordination.

By moving assessments into dominKnow | ONE, MILPERSCOM LSC enabled automatic marking and faster turnaround times. This shift has not only saved instructors many hours of manual work, but it has also helped modernized a critical part of the training process—freeing instructional staff to focus on higher-value activities and reducing the requirement to pull personnel from the field force to support training. The result is overall improved value from their personnel.

Training, onboarding, and support

dominKnow’s training resources and customer support have played an important role in adoption and long-term success. New developers can get productive quickly using structured training materials, while experienced team members benefit from responsive support when questions or challenges arise.

Steven underscored the importance of responsive support:

“The customer support and assistance we get from dominKnow is top notch. I used Storyline and Lectora before, and the support we had there was nowhere near what we get from dominKnow.”

Charlie added:

“We cannot overstate how important that is. If I have a problem, I can reach out and usually hear back within hours. Even if something takes longer, we always get updates. That’s been a massive selling point for us.”

The impact

For MILPERSCOM LSC, dominKnow | ONE has become far more than an authoring tool. It is a platform that supports sustainable, scalable learning operations—helping teams work faster, collaborate more effectively, and maintain content with confidence.

By aligning content creation with content management, MILPERSCOM LSC has reduced manual effort, improved consistency, and positioned its learning teams to scale without added complexity.

Looking ahead

MILPERSCOM LSC continues to expand its use of dominKnow | ONE as part of a broader modernization strategy. A key next step is the planned rollout of dominKnow Convey, which will allow teams to update and distribute content in real time.

Charlie shared his expectations:

■ *“That’s going to be a huge benefit moving forward and massively beneficial.”*

With frequent policy and operational changes, Convey’s ability to update content once and instantly reflect those changes across PDFs, web pages, and other formats will provide added agility and confidence that learners are always accessing the most current information.

With a single-source, LCMS-driven approach in place, MILPERSCOM LSC is well positioned to respond to change while maintaining the standards required of a national defense organization.

dominKnow|:::

Be more flexible, efficient, and collaborate better with dominKnow | ONE.

Start your 14-day free trial today / Book a demo

Get Started ▶

Call (613) 800-8733, email info@dominKnow.com or visit www.dominknow.com

