

One Year with Letter AI: How Aidoc Embedded AI-Native Enablement into Daily Execution

Aidoc is a leading provider of AI-powered clinical decision support solutions, helping healthcare organizations deliver faster, more accurate diagnoses and streamline care coordination. As Aidoc scaled its global footprint, expanding its sales and customer success teams became a strategic priority. Traditional enablement tools, however, proved too rigid and reactive—unable to keep pace with the speed and agility required by a high-growth GTM team.

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As a leader in Customer Success, I see firsthand how critical it is for teams to have timely access to the right knowledge - especially in a fast-paced, high-growth environment like ours. Letter AI - branded internally as AidocU - has helped transform how that knowledge is created, accessed, and shared across the organization. From structured learning paths to tools like the AI Agent and dynamic knowledge hubs, it's made it easier for teams to stay aligned, ramp faster, and focus on what really matters: driving value for our customers.



Shuli E.
VP of Customer Success



97%

User Engagement



5,000+

Agent Conversations



215%

User Growth



17,000

Content & Learning Views



800+

Enablement Assets Created



95%

Reduction in time to find content

Introduction

By partnering with Letter AI, Aidoc adopted an AI-powered revenue enablement platform that transformed how they onboard, train, and empower their customer-facing teams.

What began with interactive learning pathways quickly expanded into a fully integrated system called AidocU, where AI Roleplay, content hubs, and an always-on Agent became daily tools for sellers.

In just 12 months, Aidoc doubled its user base on Letter, published over 800 enablement assets, and achieved a 97% engagement rate - embedding enablement as a core part of how their teams execute every day.

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Letter AI has given the Aidoc Commercial Team a space to learn, leverage content, and find information rapidly. We have had phenomenal growth over the last year and are excited to continue our partnership into additional use cases



Kaitlin Z.
Head of Revenue Enablement

Challenges

As Aidoc’s global footprint expanded, the enablement team faced three critical challenges:

- 1

Scaling with Lean Resources: With a growing GTM team and a lean enablement function, Aidoc needed a solution that could scale enablement programs without adding manual overhead.
- 2

Consistent Knowledge Access: Sellers, SDRs, and CSMs needed immediate access to accurate, up-to-date information to support fast-moving customer conversations and internal alignment.
- 3

Embedding Enablement into Daily Workflows: Aidoc required a platform that went beyond static LMS content, enabling dynamic learning, real-world practice, and on-demand knowledge access directly in the flow of work.

Solutions

In August 2024, Aidoc partnered with Letter AI to roll out their internal enablement hub, branded AidocU, marking the start of a strategic collaboration focused on scaling enablement through automation and real-time knowledge.

Initially focused on onboarding through interactive Learning Pathways and AI-powered e-Learning, AidocU quickly expanded as AI Roleplay became a daily staple for sales preparation. Within six months, Aidoc scaled up to Letter’s full platform suite, integrating LMS, CMS, the Letter AI Agent, and AI Sales Rooms to unify onboarding, content discovery, and customer engagement into one seamless system.


Across the GTM organization, the AidocU Agent (Letter’s AI Co-Pilot) became an indispensable tool, answering over 5,000+ seller questions and streamlining knowledge access for SDRs, AEs, and CSMs. Enablement teams rapidly scaled content output, publishing almost 800 assets, 38 Learning Pathways, and 20+ AI Sales Rooms - all without increasing team headcount.

Throughout the year, Aidoc and Letter AI worked as strategic partners, collaborating on hundreds of product enhancements. Aidoc’s feedback directly shaped platform innovations like the AI-generated Learning Builder, ensuring Letter AI’s evolution aligned with Aidoc’s growing needs.

Letter AI’s Impact at Aidoc

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Letter AI has helped transform how knowledge is created, accessed, and shared across the organization. It’s made it easier for teams to stay aligned, ramp faster, and focus on driving value for our customers.



Shuli E.
VP of Customer Success

Embedded Daily Execution


With a 97% Active Engagement Rate, AidocU has become essential to how pre-sales, sales, and post-sales teams access critical knowledge and resources in real time. Enablement is no longer a separate initiative; it’s embedded directly into daily workflows, ensuring teams stay aligned and productive.

Rapid Content Scale Through AI-Driven Efficiency

Over the past year, Aidoc produced almost 800 enablement assets across learning pathways, interactive trainings, roleplays, and sales rooms. This rapid content scale was made possible by leveraging Letter AI’s automation and co-creation tools, allowing the enablement team to focus on strategic initiatives rather than manual content production.

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Working with Letter AI has taken our enablement efforts to another level. The engagement is high, and the real-world application allows our teams to apply learning immediately.



Chris H.
VP of Sales

Workflow Efficiency Through AI-Powered Knowledge Access

The AidocU Agent answered nearly 4,200 questions over the last six months, providing sellers with instant, contextual information. This dramatically reduced time spent searching for content and freed up enablement resources to focus on strategic initiatives.

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The AidocU Agent enables commercial teams to work smarter when finding key details, drafting messages, or preparing for customer meetings.



Mitch D.
Revenue Enablement Manager

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Using AidocU helps me quickly find materials and contextualize complex information, so I spend less time searching and more time engaging customers.



Chris C.
Regional Account Director

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Aidoc makes doctors more efficient, and AidocU does the same for me. It's like having a personal assistant—saving me time and equipping me with everything I need to explain Aidoc to prospects



Dara O.
Sales Development Representative

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Using AidocU has helped me become more efficient and precise in my outbound workflows. The system's ability to pull and condense data is invaluable when tailoring information for different stakeholders.



Brett G.
Sales Development Representative

Driving Adoption and GTM Growth

Aidoc more than doubled its user base on the platform while sustaining exceptionally high engagement - 97% of users active within a rolling 60-day window. With over 17,000 content and learning views logged, enablement at Aidoc has shifted from one-off initiatives to a continuous, integrated part of daily execution.

Outcome

Through centralized content discovery, AI-driven learning programs, and real-time workflow support, Letter AI (and AidocU) has become the backbone of Aidoc's enablement strategy - streamlining ramp, enhancing customer engagement, and equipping every team member to execute with precision.

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I love how this AI tool serves as a one-stop shop for up-to-date information and study resources. The learning modules deepen my understanding of Aidoc solutions and help me clearly articulate value to customers



Liat M.
Customer Success Manager

Like what you see?

Reach out for a personalized demo of Letter AI and learn how you can deliver similar impact for your revenue teams.

Contact us at hello@letter.ai or at letter.ai/request-a-demo