

# IQVIA Language Solutions: Translating Clinical Information Faster Whilst Ensuring Quality

## *Localizing laboratory documents for a new multiple myeloma treatment*

A leading global pharmaceutical company sought to translate an intricate document from English into Japanese in a very challenging timeline due to site activation activities and local regulatory submissions. IQVIA demonstrated the ability to deliver way ahead of usual timelines, **reducing the turnaround time by 55,5%** and ensuring instructions for samples collections, packaging and results were accurate across different countries.



### The challenges

The project faced multiple hurdles: the complexity and length of the document, which included 158 slides of graphs, images, tables, and a total word count of 20,400 words, the requirement to translate from the Latin alphabet to Japanese characters, and the time zone differences between the client, based primarily in the EU and Americas, and the delivery team, located in the APAC region.



### The solution

IQVIA Language Solutions adopted a proactive strategy to overcome these challenges. A dedicated project manager facilitated transparent communication between the delivery team and the client, aligning expectations and ensuring a seamless workflow. Life sciences experts and seasoned linguists formed the delivery team, providing constant updates and maintaining the highest quality of work throughout the project.



### The outcomes

In order to match the deadline requirements, IQVIA offered an innovative workflow allowing a 30% reduction in comparison to industry standards. However, this new method allowed the team to yield further optimization and offer additional efficiencies leading to an impressive **55,5% time reduction in comparison to industry standards**, without compromising any quality.

The project's success strengthened the relationship with the client and showcased IQVIA's unwavering commitment to excellence. This achievement not only highlights IQVIA Language Solutions' ability to deliver rapid and high-quality translations but also underscores the significance of patient-centricity in medical translations, in this case helping provide a **more effective and safe treatment to patients affected by multiple myeloma**.