TRANSLATIONS.COM
CASE STUDY: QUINTILES TRANSNATIONAL

As part of their global clinical trial procedure, a leading pharmaceutical firm needed a language services provider who could accurately localize a number of high-volume medical reports, including hand-written notes and complex medical terminology. Translations.com handpicked a linguistic team of doctors with translation certification and streamlined the delivery process using a secure online portal, saving hours of time and improving overall efficiency.

The Client

A leading global pharmaceutical firm and member of the Fortune 1000, Quintiles Transnational provides a full spectrum of product and pharmabio development and commercialization activities, from early compound development, laboratory services, and regulatory submission through sales and marketing.

The Challenge

Quintiles' practice of pharmacovigilance involves using a single set of global Core Operating Procedures to coordinate the clinical and post-marketing safety data collection, processing, and reporting of its marketed medicines. As part of this activity, adverse event reports are generated and used to track unintended or unfavorable symptoms associated with a particular medical treatment or procedure. When Quintiles performs studies in multiple locations around the world, many of the reports must be translated into English for central review. Often these reports are handwritten and include medical shorthand. Quintiles needed to find a language services provider that could accurately translate large-volume medical reports and complex medical terminology, as well as decipher and translate technical notes written by hand in various languages.

The Translations.com Solution

When Quintiles approached Translations.com with its needs, we first assessed the exact requirements of the firm and then developed a customized solution that would streamline the process and deliver the documents in the most functional format. A system was established so that reports could be submitted directly to us via a secure online portal, saving hours of time and increasing overall efficiency. Finally, we created a full summary showing each report's submission date, country of origin, site and patient number, and translation delivery date.

> *"I chose to work with Translations.com after considering six other vendors. Their professionalism, flexibility, quality, and pricing structure constantly exceeds their competitors and defines them as one of the industry leaders. Over the last four years, I continue to be impressed with their dedication and performance, and I have enjoyed watching the vendor-sponsor relationship turn into a positive partnership."*
>
> – Global Project Manager
> Quintiles

In addition to being medically complex, the source content – a record of patient responses that would influence future patient care – was extremely sensitive. Therefore, it was critical that each word be translated precisely. To provide Quintiles with the most comprehensive solution, our project managers arranged to have all the materials translated by linguists who were also doctors specializing in the particular branch of medicine for which the drug was designed. This approach assured that the translations would be accurate, whether the source was typewritten text or, as was the case with many of the reports, handwritten medical shorthand. To date, Translations.com strong partnership with Quintiles has resulted in the translation of reports from over ten different countries, including Argentina, Denmark, Hungary, the Netherlands, and Israel.

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