

Managing the demands of patient recruitment.



A globally renowned patient recruitment company was faced with a significant increase in materials requiring translation to support multiple studies.

The challenge

A swift increase in studies awarded to the patient recruitment company for multiple sponsors put a strain on the company's internal resources. Changes in site inclusion and priorities, as well as frequent file updates, increased project complexity. Tight deadlines dictated the need to implement alternate processes.

The solution

In addition to supporting complex translation requirements, RWS established a regular cadence of meetings and robust tracking reports which brought order and organization to the increased volume of requests. As deadlines became increasingly tighter, RWS developed flexible workstreams that leveraged DTP competencies across both organizations at global scale. To further enhance these improvements, RWS developed *best-practices* documentation that was disseminated across the company's project management team to ensure future success across all engagements.

The results

- **1.24 million words** translated within 3 months supporting studies for 8 sponsors
- One project: 12 varying documents per site **localized** into 45 languages
- **Supported** client's project teams across Europe and the United States
- Enabled organized project management and delivery of materials to **meet launch dates** for all recruitment campaigns

"RWS' quick reactivity to changing project requirements saves my day!"
-Head of Creative Materials

"Thank you very much for your support on this very big project!"
-Chief Operating Officer

Learn more about how we can become *your* trusted partner. [Contact us at lifesciences@rws.com](mailto:lifesciences@rws.com)

Who is RWS: RWS is a world-leading provider of technology-enabled language, content management, and intellectual property services whose customers include the top 20 pharmaceutical companies worldwide. We help our customers to connect with and bring new ideas to people globally, by communicating business-critical content at scale and enabling the protection and realization of their innovations. **For further information, please visit:** www.rws.com/industries/life-sciences/

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