



Solutions for Life Sciences

Value through end-to-end
content and language solutions

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Digital transformation for life science organizations ensures benefits across the value chain, from clinical development to market. It enables differentiated experiences, improved time to market, efficient operations and global regulatory compliance.

Delicately balanced

The life sciences industry needs to balance innovation and global expansion with the heavy demands of regulatory compliance and quality.

Information and content are critical elements of each stage of the value chain, from clinical development through commercialization.

Business challenges

Global content requirements for life sciences are deeply nuanced, demanding new approaches and tools – from information management and labeling through to regional regulatory requirements and manufacturing.

Digital transformation

Digitizing the customer experience creates comprehensive, omnichannel interactions that improve diagnoses, treatments and quality of life. Life sciences organizations have significant opportunities for digital transformation:

- Extending patient reach.
- Improving the overall patient and medical professional experience.
- Reducing costs and time to market by operating more efficiently.

RWS technology and translation services help life sciences organizations make fast and measurable improvements in the way they manage global multilingual content in a timely, compliant and cost effective manner.



Mastering complexity

Globalization

The growth of emerging markets offers tremendous opportunities and requires solid and scalable global strategies, processes and supporting technology.

Distinct regional product content requirements and region-specific regulatory bodies and laws make the management of product, contractual, internal communication, marketing and packaging content highly complex.

RWS content management, translation and language service solutions address this complexity with process automation, scalability, accuracy, quality and compliance capabilities.

Challenges

- Emerging markets
- Mergers and acquisitions
- Varying regulatory requirements
- Content variations per region and country
- Multilingual content management
- Omnichannel content delivery

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Optimization

Life sciences organizations can measure success on their ability to bring new medical products to market rapidly, whether driven by expiring patents or competition with viable substitutes.

The ability to progress from research through to commercialization requires collaborative processes to support information capture, approval processes, regulatory compliance, translation, training and launch.

RWS technology helps to orchestrate and streamline the required content process workflows. Its technology and service backbone provides global coordination and supports the substantial local requirements for regulatory compliance and accurate translations.

Challenges

- Time-to-market
- Competitive advantage
- Workflow effectiveness
- Content reuse and consistency
- Multilingual support

Life sciences organizations can measure their success on their ability to bring new medical products to market quickly.

Compliance

Life sciences organizations face increasing regulatory pressures and scrutiny due to globalization, privacy, security, transparency expectations and reporting responsibilities.

With this comes the need to ensure that technology solutions provide an integrated process and content lifecycle foundation – integrating compliance into processes that minimize costs and risks across the life sciences value chain.

RWS provides leading life science organizations with technology and expertise for content and translation to ensure regulatory compliance. It does this through integrated and centralized content management, secure translation solutions and translators with life sciences domain expertise.

Challenges

- Regulatory pressure
- Multiple document types
- Regional compliance
- Fragmented processes and technology solutions

Life sciences organizations face increasing regulatory pressures and scrutiny due to globalization, privacy, security, transparency expectations and reporting responsibilities.

Solutions for Life Sciences

Translation management

RWS translation management solutions optimize the translation process with the only system built to support multilingual labeling and regulatory reviews. Centralized processes streamline the delivery of accurate content to regulatory bodies, patients and medical professionals.

When introducing new product and programs to market, our translation management capabilities ensure that your multilingual content adheres to your company style and tone.

Web content management

RWS's web content management solution enables you to model your content, translations, brand elements and functionality to match your business objectives.

You can reuse, adapt and synchronize content across channels, brands and markets, scaling your content as you grow.



Solutions for Life Sciences

In addition, your worldwide teams can collaborate, create and reuse content. Customized workflows support your business processes to ensure online content meets your standards.

Translation management is built right in, enabling you to automate the translation processes and distribution across channels.

Secure Translation and Machine Translation

Ensure that free translation tools don't expose your data. More than 500 million users who log into free translation tools every day unwittingly expose their organizations to risk.

RWS provides employees with a secure internal translation process with the convenience and benefits of a free translation tool through an on-premises implementation or private-cloud.

RWS machine translation provides a cost-effective and efficient solution for standardized text that requires consistency.

Our machine translation engines are configured for specific terminology for life sciences.

Training and E-learning

Whether you manage training centrally, externally or through a blended model, delivering training and e-learning to medical representatives and professionals can be a challenge, often facing last-minute content changes and approval cycles.

Our internal creative experts provide guidance on all file types including Microsoft® Office, Articulate, Adobe Captivate, Keynote and Trivantis Lectora. This includes localization of documents, rich media and video.

RWS helps the world's largest life sciences organizations deliver e-learning in more than 100 languages, ensuring compliance with GMP, GLP and GCP regulations and guidelines.



Solutions for biopharmaceutical and contract research organizations

Clinical Labeling Solution

Developed to support the creation of IMP/Clinical labels for international clinical trials, the RWS Clinical Labeling Solution provides a unique combination of technology and dedicated services.

The solution not only addresses errors, inconsistencies and timeline pressures but it also brings sponsors, clinical research and manufacturing partners closer the ultimate goal of Just in Time (JIT) labeling.

Regulatory labeling solution

The translation requirements associated with health authority local submission processes have surged over the years, along with expectations for quality, traceability and responsiveness.

Our Regulatory Labeling Solution efficiently supports the translation, review and management of multilingual submission content, while also helping each sponsor meet the demands of the agencies.

Coupling RWS's language technologies with our network of highly qualified medical linguistic resources facilitates a true global end-to-end labeling environment.

Solve strategic labeling challenges

- Streamline complex labeling requirements
- Eliminate inconsistencies between central and local entities
- Capture and track changes in source and translated content
- Reuse regulator-approved translations
- Gain full control across your content

Solutions for medical device organizations

RWS combines content authoring tools, translation management software and ISO-certified translation services in a customizable, fully-integrated solution. Our solution substantially drives down the cost of creating, managing, translating and publishing fully-compliant medical device content.

Software and UI Testing

Our extensive testing services deliver an important last line of defense before you release your products to the global marketplace. These specialized localization testing services include functional, linguistic and international testing.







Structured content management

RWS's structured content solution gives you complete control over product content. You can update content across products through content reuse and synchronize updates and reflect any regulatory changes everywhere that content is used.

Modular content conforms to predefined rules, which improves productivity, promotes reuse, reduces translation costs and ensures compliance. Content is tagged, stored and managed centrally and can be accessed by multiple departments and contributors, translated, formatted and delivered to the right channels.

Adopting RWS's DITA-based, structured content solution, we've seen our customers:

-  Reduce costs by up to 20-30%
-  Increase content reuse by up to 60%
-  Reduce translation times by 30-50%
-  Reduce publishing time from days to minutes



Waters corporation

“It’s certainly not ideal to experience a delay after our English source language documents are complete. And by facilitating content reuse, we can confidently distribute timely documentation to all our customers delivering a better service to them, and we can be sure it says exactly the same thing in all publications.

From the start, the intention was to extend RWS structured content management solution to other departments across the business to support our content management ecosystem. We are seeing noticeable improvements on our source language development. We are exactly where we wanted to be and it seems we are well-poised for the next phase of production.”

Joshua Steen,

Principal Technical Writer and Tools Specialist,
Waters Corporation

The logo for Waters Corporation, featuring the word "Waters" in a large, black, sans-serif font.

Philips healthcare

“We grasped the value of centralized testing of our software. In addition to keeping our latest device and testing equipment in one location, the approach would enable us to shave time and costs while maintaining our commitment to quality.”

Tim Paiva,

Senior Learning Products Developer,
Emergency Care Solutions for Philips Healthcare

The logo for Philips Healthcare, featuring the word "PHILIPS" in a large, bold, blue, sans-serif font, with the word "Healthcare" in a smaller, blue, sans-serif font below it.

What does RWS deliver?



Faster time-to-market – Produce content for all markets on time and within budget



Automation – Eliminate redundant tasks, human error, rework and waste



Consistency – Ensure standardization for your brand



Control – Gain full oversight of your assets and suppliers, for better outcomes



Reuse – Create content once, use again and again (in every language)



Transparency – Gain full visibility into your content development process



Accuracy – Produce correct information that is also well-translated



Risk mitigation – Improve quality, reduce errors and ensure compliance

RWS solutions

Translation Management

Streamline your localization processes with automated workflow, machine translation, terminology databases, translation memory and integrations with external business systems.

Language Services

Access quality language services at scale, including translation, testing, localized media production and consulting.

Linguistic Validation

Streamline delivery of the entire life cycle of your COA/eCOA translations through our state-of-the-art linguistic validation process and support.

Machine Translation and Translation Productivity

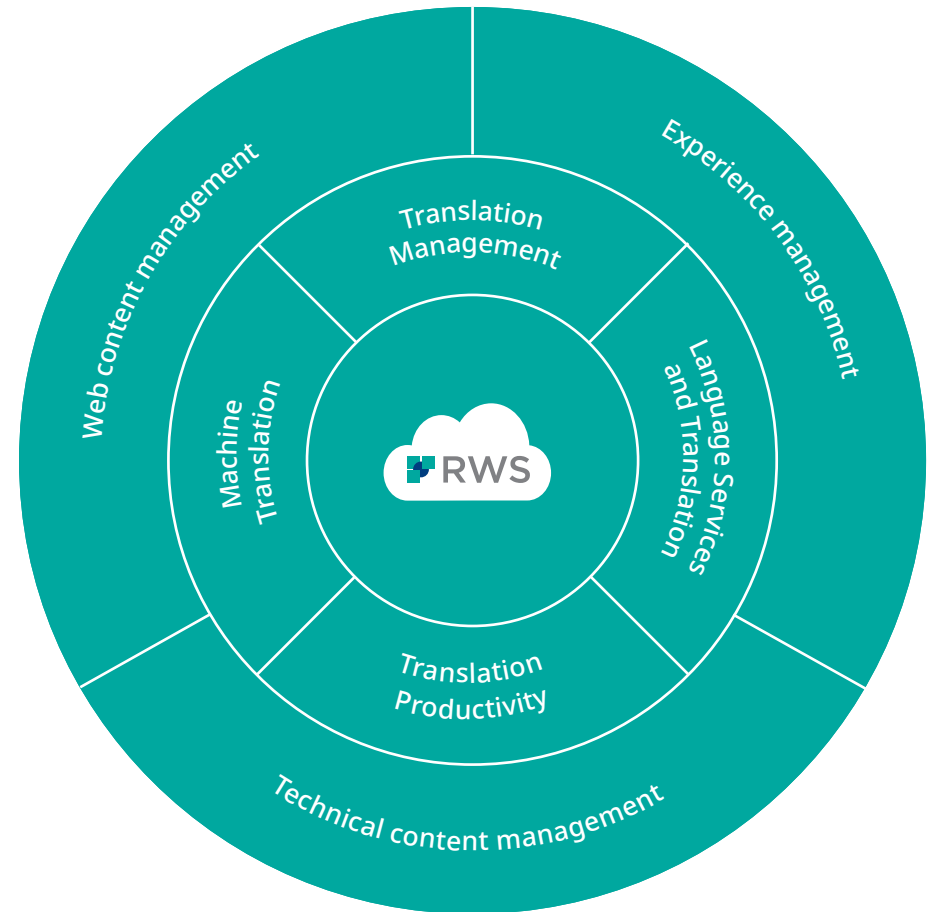
Bring together automation with the human touch, improving translator efficiency while simplifying the translation process.

Web Content and Experience Management

Deliver content across channels with the combination of web content management, digital media management, targeting, testing, personalization and localization.

Product and Technical Content Management

Create, manage and deliver high-quality structured content for technical documentation and self-service support.



Why RWS: Proven results through experience and innovation

- Superior multilingual solutions across the entire ecosystem
- Market validated, connected and integrated technologies
- Network of linguistic resources spanning 100+ languages
- Committed to the success of the life sciences community for more than 15 years

Learn more about RWS Solutions for Life Sciences rws.sdl.com/industries/life-sciences/

About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. 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.

Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise and smart technology.

Customers include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: www.rws.com

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