



## A SMOOTHER PATIENT JOURNEY FROM RECRUITMENT TO RETENTION

30-40 LANGUAGES

5-12 DOCUMENTS PER BATCH

E-TRAINING DESIGN

### THE PROJECT

As a patient services provider for clinical trials worldwide, Clincierge needs to translate a wide range of documents with complex language and regulatory requirements. They also provide on-site interpreters for clinic visits which help to build lasting relationships between patients, CROs and sponsors.

Clincierge came to Lionbridge looking for quality language services during a multiple vendor vetting process in response to their expanding language support needs. Lionbridge's network of language experts offered the quality, speed and availability to orchestrate the best possible experience for their customers. As a result of this success, Clincierge continues to expand their relationship with Lionbridge.

### ABOUT THE CUSTOMER

Clincierge orchestrates patient logistics to improve the patient experience, increasing clinical trial recruitment, participation and retention. With innovative platforms, they manage travel and patient support around the globe to improve the patient journey.



“ Our partnership with Lionbridge enables us to serve patients, CROs and sponsors faster and more accurately. ”

## THE CHALLENGE

Clinical trial participation can be an exhausting process emotionally, physically, mentally and financially. And, especially in rare disease trials, patients and trial managers can be continents apart. Strict audit trails and informed consent regulations require precise translations in a wide range of languages and local variants. The challenges Lionbridge helped Clincierge address include:

- Unpredictable changes in project conditions and turnaround time, sometimes mid-project
- Variation across sponsors in linguistic preferences and requirements
- International regulatory compliance necessitating strict document versioning
- Ad-hoc requests in varying language configurations covering dozens of languages

## THE RESULTS

Clincierge has been extremely satisfied with Lionbridge's performance and is a partner they increasingly rely on as a critical component of their patient services supply chain. Highlights of the partnership so far include:

- On-time delivery for all requests
- Flexibility in translation volume, scope and requirements
- Translator familiarity with topics as required
- Cost savings from translation memories
- Consistent quality across languages
- Flexible operations customized to fit Clincierge's workflow
- Rapid and honest query resolution and dedicated attention from staff

The success Clincierge has seen from the Lionbridge partnership has prompted them to consistently add services from the Lionbridge suite as well as introduce Lionbridge to other clients. The two companies are enthusiastic about a long-lasting relationship as Clincierge continues to grow.

## THE SOLUTION

Lionbridge's translators and interpreters around the globe, along with an experienced project management team, were able to improve the quality and speed of multilingual Clincierge projects. Key elements to this successful partnership include:

- Provision of translation instructions from Clincierge to streamline process and ensure consistent file and certificate names
- A pool of teams and translators able to flex and scale to match fluctuations in requests
- Scalable process to accommodate rush jobs
- Follow-the-sun support availability to serve multiple time zones
- Structured translation memories to accommodate sponsor preferences while maximizing efficiency across sponsors



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