Medable | LIONBRIDGE

CLINICAL RESEARCH TRANSLATION CASE STUDY

HOW LIONBRIDGE SUPPORTED MEDABLE STUDIO

8
LANGUAGES

13 BUSINESS DAYS
(43%) SAVED ON TIMELINES

2
AI-POWERED PLATFORMS

> **At Medable, we're committed to removing operational bottlenecks that slow down clinical development. This partnership with Lionbridge demonstrated the tangible value of AI-powered platforms in accelerating global trial timelines. By enabling parallel workflows and automating critical tasks, we reduced translation time by 43% — a breakthrough that sets a new benchmark for clinical trial efficiency.**
>
> Alison Holland | Medable
> Chief Customer Officer

ABOUT THE CUSTOMER

Founded in 2015 in Palo Alto, CA, Medable is a technology company with a mission to transform clinical trials and advance decentralized clinical trials. They collaborate with research organizations, pharmaceutical companies, and healthcare providers. This life sciences company uses cutting-edge digital health technology, including mobile applications, telehealth, and wearable devices. Medable helps clients:

- Reduce clinical trial timelines
- Improve patient access
- Enhance general drug development efficiency

One of Medable's most significant offerings is its comprehensive platform for clients' decentralized clinical trials. This platform, which can integrate wearable devices and sensors, provides features for:

- Electronic consent (eConsent)
- Data collection via eCOA and digital measures
- Remote patient monitoring
- Telemedicine visits

Medable is a noted leader in the field of decentralized clinical trials and has received numerous awards. It emphasizes patient engagement and experience, using its technology to help patients participate in clinical trials from home. This philosophy helps to boost patient enrollment and retention rates.

THE CHALLENGE

Lionbridge helped Medable assist its customers in eliminating bottlenecks in clinical trial localization. These obstacles delay the path to trial go-live dates. Translation and localization are critical in decentralized clinical trials and other clinical trials with multilingual participants. It helps ensure all materials and steps in the clinical trial are accessible to participants, regardless of their language. Regulatory bodies require translation of key clinical trial materials, sometimes in multiple languages. Typically, translation follows a rigid, linear path, which could add weeks or even months to timelines:

- Trial builds are completed
- User Acceptance Testing (UAT is passed)
- Translations are initiated

Pre-UAT phases can be particularly lengthy, with time-consuming manual screen building and protocol adjustments. Furthermore, when builds and translations aren't performed in an integrated manner, the effect can be a severe misalignment for teams. These outdated workflows have historically made clinical researchers have to leave translations as a secondary step in their processes. Resultantly, with translation so late in the trial lifecycle, global studies may be significantly delayed, resources are inefficiently allocated, and costs increase.

Medable's mission with its digital platform, Medable Studio powered by Medable AI, is to help pharmaceutical and biotech companies develop therapies to treat over 10,000 common human illnesses faster. It can reduce risk and provide unified clinical trial solutions, including:

- eCOA
- eConsent
- Remote monitoring
- Connected sensors

THE SOLUTION

To assist Medable and its customers, Lionbridge used our AI-powered tool, Aurora Clinical Outcomes, to remove translation and migration hurdles for Medable Studio. Via Aurora Clinical Outcomes, we enabled teams to work on translations in parallel with User Acceptance Testing (UAT). This change was different from normal processes because it didn't require waiting until UAT was completed (which creates significant delays). Lionbridge fast-tracked localizations in three ways. The first was with our Aurora COA tool, which significantly automated the migration process, making it more efficient. This efficiency helped streamline the overall localization workflows. Here's how we did it:

1 FIRST MILESTONE

Lionbridge incorporated the Migration, Concept Definition, Translatability Assessment, and Comparative Review AI Proof of Concepts (PoCs).

2 SECOND MILESTONE

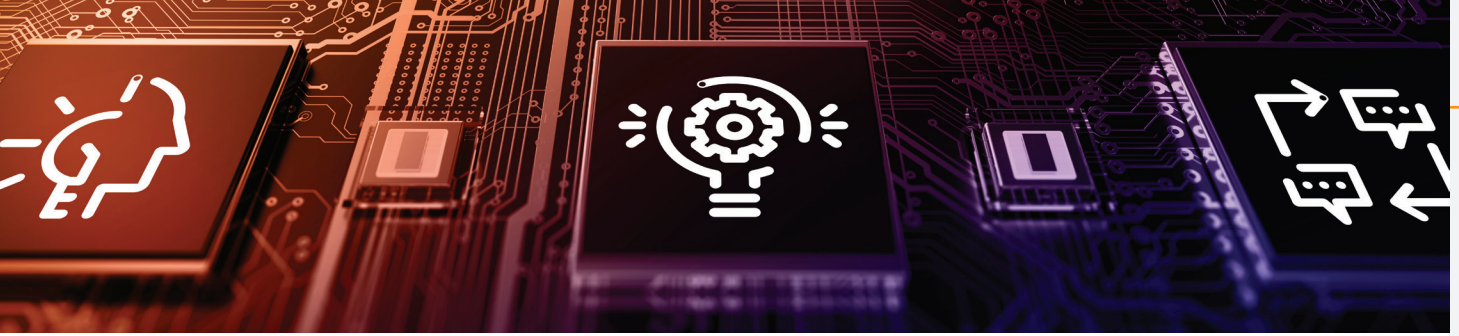
Developed further updates to the concept definition tool.

3 THIRD MILESTONE

Provided additional reporting on internal productivity metrics through enhanced metadata visibility.

4 FOURTH MILESTONE

Cloned the Decision Mapping feature from the eCOA portion of the tool to COA.



Within Aurora Clinical Outcomes, we developed a few prompts.

The initial prompt:

- Analyzed electronic content and identified differences compared to the original (paper) content
- Generated instructions for linguists to replicate those differences when migrating the translated (paper) content
- Provided a summary of how each classification and instruction was made

A follow-up prompt:

- Evaluated whether migrated content of translated (paper) questionnaires followed the original prompt instructions.

Both prompts enhanced the authoritative role of the original (paper) content while considering the minor format and content updates expected in a migration project. The initial prompt successfully generated a segment-based report that analyzed the differences between the electronic and paper versions across multiple languages. It clearly described the discrepancies and advised actions to further align with the existing paper content or implement an electronic update. The results also demonstrated that formatting tags and HTML content could be easily differentiated, and enclosed text could be validated against the original (paper) content.

The follow-up prompt further enhanced our ability to validate the migration decision-making process by confirming that migrated output was aligned with electronic content while being faithful to the paper content and adhering to initial instructions. The results proved AI can enhance the comparison results by going beyond automated discrepancy detection and validating each migrated segment against an existing set of guidelines and instructions, making the process faster and more efficient.

The second way Lionbridge made translation and migration faster for Medable Studio customers is by drawing on our deep network of life sciences linguists. Our project team proactively booked time with the optimal linguists (who have life sciences expertise) for this project. Our planning meant linguists were immediately ready to handle localization tasks as needed.

The last way Lionbridge supported Medable Studio was via a speedier internal quality assurance process, enabled by our Aurora COA tool. We could maintain high-quality standards while simultaneously accelerating delivery timelines.

METHODOLOGY

LANGUAGES

- Czech
- French (France)
- German (Germany)
- Greek
- Polish
- Spanish (Spain)
- English (United Kingdom)
- Spanish (United States)

PLANNING

- Project scope and success criteria
- Roles and responsibilities
- Detailed schedule and communication plan

MULTIDISCIPLINARY TEAM

- 1 Global Account Executive
- 1 Global Program Manager
- 1 Program Manager
- 1 Project Manager
- 1 Project Coordinators
- 1 Language Team Leader
- 1 Language Leads
- 1 Senior Engineer

COMMUNICATION

- Biweekly meetings with the Sales and Operations teams
- Weekly status reports to the client
- Daily communication ad-hoc
- Focused troubleshooting emails and calls, internal and external

THE RESULTS

Lionbridge's Aurora Clinical Outcomes and support for Medable Studio empowers clinical research teams to achieve these goals:

- Automate localization workflows, reducing manual effort and minimizing errors
- Get real-time translation visualization, ensuring accuracy and consistency across studies
- Optimize AI-driven language, speeding up review cycles and approvals
- Ensure seamless parallel workflows, allowing translation and UAT to progress simultaneously
- Cut costs and decrease turnaround times

Aurora AI's ability to boost Medable Studio lets their customers significantly cut time to go live. Medable customers can also increase efficiency, visibility, and control. This AI-enhanced approach empowers Medable's clientele to streamline their process and focus on their greater mission: getting treatments to patients faster. These are the localization timeline reductions from Lionbridge, Medable, and the combination.

Lionbridge's delivery timeline reductions:

- Mapping: 4 days to 3 days. This early delivery reduced the overall project duration by 1 day.
- Migration: Decreased turnaround time from 7 to 4 days, saving an average of 3 days per language.
- SSR and Finalization: Reduced delivery time by an average of 2 days.
- Total: Lionbridge reduced the total turnaround time by 6 business days while maintaining the same project scope.

Medable's delivery timeline reductions:

- Mapping approval: 1 day to 0 days
- SSR report creation: 3 days to 2 days
- SSR 2 report creation and review: 9-day average to 4 days average per language
- Total improvement of 7 business days.
- Medable and Lionbridge's combined reductions were a total decrease of 13 business days in the overall project timeline.

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