

White paper

English

中文在

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ThermoFisher
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Русский язык

हिदा भाषा

日本語

العربية

ภาษาไทย

Translate Language

Translate solutions

How PPD Translate solutions ensure high-quality deliverables, on-time delivery and rapid turnaround

ppd

Introduction

In clinical trials and post-approval commercialization, translation services that are accurate, timely, and cost-effective are critical to ensuring clear communication, regulatory compliance, and patient safety. As organizations conduct trials across diverse geographies and prepare products for worldwide markets, the need for consistent, high-quality translations becomes increasingly vital. High-quality translations protect data integrity, strengthen global collaboration and support the development and adoption of new treatments worldwide. PPD™ Translate solutions addresses this challenge by delivering high-quality translations through our proven managed service provider (MSP) model. This white paper examines how our MSP model ensures consistent quality, on-time delivery, and significant cost savings.

Outsourcing translations: Models, pros and cons

Procurement teams in global life sciences organizations must balance cost containment, supplier risk mitigation and operational efficiency. For many leading biosciences companies operating across multiple countries, managing translation and localization through numerous language service providers (LSPs) has grown increasingly complex, inefficient, and costly.

Challenges include:

- Lack of consolidated spend visibility
- Redundant contract management and onboarding
- Inconsistent pricing and Service Level Agreements (SLAs)
- Varying quality and processes

While moving to a single LSP model may seem like an easy solution, there are notable disadvantages to this approach, such as:

- Risk of “putting all eggs in one basket,” leading to potential business continuity issues if the LSP fails to meet expectations
- Limited flexibility and scalability to handle fluctuating volumes and specialized requirements
- Potentially slower response times and reduced innovation due to reliance on a single provider

To address these challenges, our MSP model offers a balanced approach, combining the benefits of both single and multiple LSP models. With our MSP model, we have enabled hundreds of clients to implement efficient and effective translation and localization processes, ensuring quality, compliance, and cost savings.

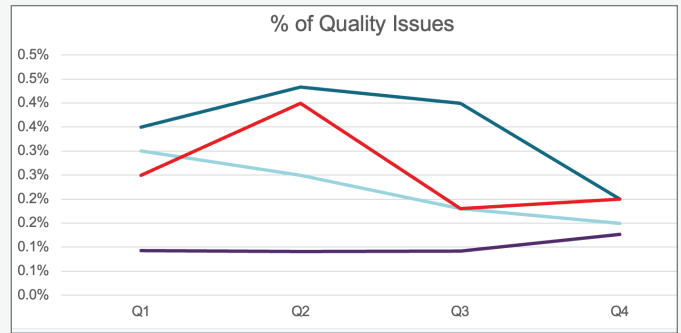
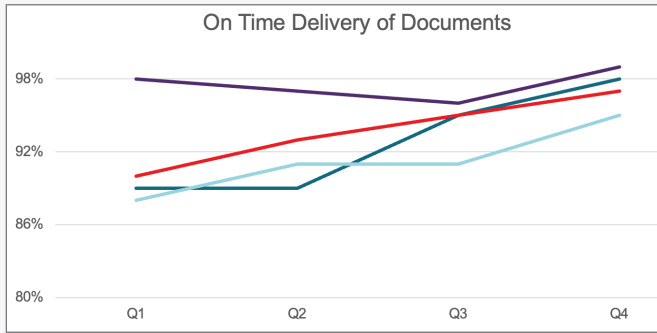
Accelerator™ Drug Development 360° CDMO and CRO solutions

Developing novel therapies and bringing them to patients is a high-risk process. Working across multiple vendors can extend an already lengthy drug development process, creating additional decision-making, timeline gaps, and overall progress challenges.

Our Accelerator™ Drug Development framework offers a streamlined approach to clinical research, drug development, and manufacturing that combines the expertise and technology of a contract research organization (CRO) and contract development and manufacturing organization (CDMO)—delivering speed, simplicity, and scalability to clinical trials, drug development, and manufacturing.

How our MSP model supports the delivery of Accelerator™ Drug Development projects

1. **Improved quality and consistency:** By centrally managing our translation memory, glossaries, and style guides, our solution ensures consistent quality across all translations.
2. **Shortened timelines:** By optimizing workflows and eliminating bottlenecks, translations are completed quickly and efficiently.
3. **AI-powered translations:** By using AI-powered translation tools, we deliver high-quality translations, faster.



Note: Data shown in graphs are sample data used for illustrative purposes only. The patterns shown reflect how the MSP model—supported by blinded, cross-provider data sharing—enables benchmarking and continuous improvement across providers, resulting in stronger overall client performance.

The MSP model: Driving excellence in translation services

We are an ISO-certified, full-service language service provider, centrally managing all translations through an MSP model. This model allows us to complete the work internally or manage approved external translation vendors under the same strict key performance indicators (KPIs) and key quality indicators (KQIs). We provide the best value service, ensuring that our customers receive consistent and reliable translations.

Key features of the MSP model

- 1. Centralized management:** By centrally managing all translation activities through a translation management system (TMS), we ensure that every project benefits from the same high standards of quality and efficiency.
- 2. Strict KPIs and KQIs:** Our model enforces strict KPIs and KQIs for both internal teams and external vendors, fostering an environment that drives excellence.
- 3. Single contract:** Customers benefit from the simplicity and reliability of a single contract with Thermo Fisher Scientific, streamlining the procurement process and ensuring consistent service delivery.
- 4. Optimized linguistic leveraging:** Our Translation Management System (TMS)—developed from more than a decade of life sciences content and supporting more than 260 languages—maximizes content leverage and reuse, delivering substantial cost savings.

About PPD Translate solutions

PPD Translate solutions deliver best-in-class translation and localization solutions through a comprehensive MSP model designed specifically for the life sciences industry. Our approach ensures unparalleled quality, accelerated timelines, and optimized costs—making us a trusted partner for global organizations with complex, multilingual needs. With a proven track record and a commitment to excellence, our solutions support more than 400 life sciences clients and 70,000 projects annually. Our deep industry expertise and scalable global model enable us to provide consistent, high-quality translations that help our customers advance their scientific, regulatory, and commercial objectives.

Ensuring consistent quality: Subject matter quality check

We stand apart in the industry as the only solution with a baked in subject matter quality control (QC) on all ISO 17100/18587 compliant documents prior to delivery. This rigorous QC process ensures that every translation meets the highest standards of accuracy and relevance.

QC process

- 1. Subject matter experts:** Our team of subject matter experts reviews each document to ensure it adheres to industry-specific terminology and standards.
- 2. Comprehensive review:** Documents undergo a thorough review process, checking for linguistic accuracy, consistency and compliance with regulatory requirements.
- 3. Final approval:** Documents approved for delivery only after passing the QC process are, guaranteeing that our customers receive translations of the highest quality.

Achieving excellence: 99.7% successful delivery rate

The results speak for themselves. Over the past year, we have achieved a 99.7% successful delivery rate, a testament to the effectiveness of our MSP model.

Comprehensive support: From clinical trials to post-trial commercialization

We support customers from the clinical trial phase to post-trial commercialization. Our clients benefit from a centrally managed translation model that ensures quality and consistency, cost savings, and timely delivery throughout the entire lifecycle of their projects.

Get best-in-class support for your clinical trial and post-approval commercialization efforts.

Learn more about [PPD Translate solutions](#).

 Learn more at ppd.com/translatesolutions

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