Illuminated Research Cuts Review Time from Hours to Minutes with DocXtools for Life Sciences

Background

Illuminated Research, a consulting and medical writing firm, provides document drafting services that assist with the development of pharmaceutical drugs and medical devices. With advanced degrees and industry experience, team members produce detail-oriented documents for submission to regulatory agencies, develop complex messaging, and ethically present scientific results obtained in clinical research studies. The firm has experience with regulatory submission documents for a variety of therapeutic categories.

Challenge

The president of Illuminated Research, Cullen Vogelson, Ph.D., wanted to alleviate the intricate tasks associated with managing client documents. At the time, the processes he and his associates were using were largely manual. Vogelson knew there was a better way to manage some aspects of document drafting and review, but none of the other software solutions he tried met the company's needs. In time, he and his team reverted to doing secondary manual checks, costing them both time and revenue.

"The role of document review in the preparation of complex regulatory documents is pivotal," said Vogelson. "When it comes to drafting and reviewing our documents, accelerating and improving every step of our process is essential."

Solution

Because of its small size and the breadth of projects it works on, Illuminated Research sought a unique, easy-to-use solution that would save time. "I was searching for a product whose output I trusted so I could move on to other tasks and projects with confidence," said Vogelson. "Because we work with several clients at a time, I also needed something that could handle a variety of style guides with ease."

Aware of Vogelson's needs from an existing relationship, Litera approached him with an opportunity to try its new abbreviations module. With this tool, users can quickly find and fix inconsistencies in documents including abbreviations, spacing, language, and punctuation.

"Because we had worked together before, I didn't hesitate," Vogelson said. "I knew the Microsystems team had our best interests at heart and would support my team and our goals throughout the entire process."

Litera provided Illuminated Research with the software and answered any questions its team had as it was getting started. "Unlike other systems, it was so simple and intuitive that we rapidly began using it for a variety of clients, document sizes and types," Vogelson said.

About Illuminated Research

• A high-throughput consulting and medical writing services firm

• An experienced team of medical writers, helping pharmaceutical and medical device clients with regulatory reports and submissions

• Challenge: Illuminated Research needed to automate monotonous and repetitive quality control and document review tasks.

• Outcome: The company implemented DocXtools for Life Sciences. Almost immediately, the company cut the time required for abbreviation checks from hours to minutes. As a result, Illuminated Research eliminated some reiterative manual checks, freed time to take on new work, enhanced document quality, and improved project profitability.

Outcome

DocXtools for Life Sciences simplified and streamlined abbreviation insertion and checking for the document authors at Illuminated Research. "Not only were we impressed by the ease of implementation, but we saw our review times associated with abbreviation checking plummet—from hours to minutes across lengthy and complex documents," said Vogelson. "The more I used this product, the more my confidence level rose. Now, I trust the program to catch my errors and I can focus more on content, my clients' satisfaction with their document content, and our turnaround time."

"As a direct result of implementing DocXtools for Life Sciences, we have eliminated some of the more tedious, reiterative manual checks of our documents, freeing up our staff to take on more projects," Vogelson added.

Conclusion

DocXtools for Life Sciences helped the document authors and reviewers at Illuminated Research eliminate the frustration and tedious nature of manual abbreviation reviews, both saving them time and increasing their clients' satisfaction. Not only are team members able to take on more work, but they have increased confidence in the quality and compliance of their documents.

"DocXtools has stayed true to its promise of easy implementation and added time savings. We saw immediate, dramatic reductions in the time required to complete some of the more tedious, repetitive review tasks," said Vogelson. "The Microsystems team was like a seamless extension of our own."

About Litera

Litera is the leading provider of software for drafting, proofreading, comparing, repairing, and cleaning documents in the legal and life sciences industries worldwide.

Our core products empower users to generate, review, and distribute high-quality content quickly and securely, from any device.

Today, Litera supports thousands of document-intensive organizations across the globe, helping them satisfy the complex demands of clients and regulators.

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Cullen Vogelson
President, Illuminated Research