

Document Rebranding and Conversion

Challenge

Ventana Medical Systems, Inc., is one of the world's leading developers and manufacturers of medical diagnostic systems, providing leading-edge automation technology for use in slide-based diagnosis of cancer and infectious disease.

Ventana needed assistance with its effort to standardize and update the labeling and formatting of thousands of package inserts. Ventana had over 4,000 package inserts in multiple languages that used multiple templates and had a very aggressive timeline to complete the project. While Ventana had the internal resources to manage the updates, they turned to InfoPros to handle all tasks associated with standardizing the package inserts.

Solution

Key to this project were process and project management. The InfoPros project manager worked with Ventana personnel to develop a detailed plan outlining project objectives and expectations, a quality assurance process, team member responsibilities, and deliverable deadlines. For example, morning meetings were held for the InfoPros team to address what was completed during the prior day, goals for that day, and issues that needed to be addressed. Most issues were resolved by the InfoPros team with the InfoPros project manager communicating with Ventana personnel on any issues that required their involvement.

While not all projects necessitate this level of detail or type of communication, in the case of this project, and due to the volume of work to be done in a short timeframe, such detail was critical.

Kicking off the project, InfoPros implemented a tracking system to manage all of the files – again, over 4,000 – that were involved in the project, which allowed for a coordinated team effort and ability to meet weekly deadlines.

A small team was assembled to convert and review the documents. During the initial conversion, InfoPros identified and fixed the formatting issues within each of the multiple templates to ensure that all style elements were being properly applied. Then, the package inserts were migrated into the appropriate template ensuring the data transferred and the styles were applied correctly. The reviewers provided quality control assuring the consistency and accuracy of the conversion process. Each week, InfoPros delivered batches of files to Ventana.

Result

InfoPros delivered consistency and quality by implementing a well-defined process to manage, track, and convert a high volume of documents in a very compressed timeframe. During the project life cycle, Ventana's resources were able to focus on other priorities and rely on InfoPros as an extension of their department. Ventana has continued to work with InfoPros on other projects.

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rely on InfoPros as an
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www.InfoPros.com

Corporate Headquarters:
12325 Oracle Blvd, Ste 100
Colorado Springs, CO 80921
800.493.7370

Locations:
California
Colorado
North Carolina
Texas
Wisconsin