



Case Study

Healthcare
BPO

The Client is a multinational pharmaceutical, biologics, vaccines and consumer healthcare company, and is the world's fourth-largest pharmaceutical company. The Client has a portfolio of products for major disease areas such as asthma, cancer, virus control, infections, mental health, diabetes and digestive conditions. It also has a large consumer healthcare division that produces oral healthcare and nutritional products, as well as over-the-counter medicines.

The Client had stored decades of electronic and paper-based files representing over a million pages generated during the many years of drug development and clinical trial research. Since the FDA requires all New Drug Applications (NDA) be submitted electronically, and since drug development can span multiple years, much of the electronic data was not compatible with current technology. Since some material was exclusively in paper form, it was decided to scan the paper files, and perform data entry and verification from the digital image.



Services completed by Data-Core Systems:

- Intake of data from various formats
- Creation of Document Type Definition (DTD) for each document subset
- Content Conversion of medical research documents
- Generation of SGML marked-up data for all of the research documents to be submitted to FDA

1.65 M

Medical
Research Pages
Converted

55

DTD
created

99%+

Conversion
Accuracy

Data-Core established its own data center since the Client did not have space available within its own organization. Documents were logged out and delivered to the Client. Data-Core retained back-up files in a secure and fireproof location.

After the conversion of the content, Data-Core completed composition, pagination, proof reading and copy editing. Due to the critical nature of this project and the detail required, the Client expected the project to run approximately four years. Data-Core was able to complete the entire conversion process in less than three years.

Conversion
completed
in less than
3 years

Discover the Data-Core Advantage and see how we can help you.



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