Docuvera™

CUSTOMER SUCCESS STORY WITH Boehringer Ingelheim

Leading Life Sciences innovation through structured component authoring

Boehringer Ingelheim works on breakthrough therapies that transform lives, today and for generations to come. As a leading research-driven biopharmaceutical company, the organization creates value through innovation in areas of high unmet medical need. Founded in 1885 and family-owned ever since, Boehringer Ingelheim focuses on long-term performance. Around 52,000 employees serve more than 130 markets in the three business areas of Human Pharma, Animal Health, and Biopharmaceutical Contract Manufacturing.

As a global organization, Boehringer Ingelheim must navigate international requirements to move projects forward, so they need a solution that allows for documents to be created and updated efficiently while enabling flexible and compliant collaboration.

We sat down with Holger Christein, Senior Business Consultant and Senior IT Project Manager at Boehringer Ingelheim to learn how his organization discovered and implemented Docuvera's structured component authoring (SCA) solution to improve global labeling and power their innovative work within Life Sciences.

Finding a platform to support medical innovation

Like many Life Sciences organizations, Boehringer Ingelheim relies on processing programs like Microsoft Word for many of their authoring needs. Though the majority of organizations are familiar with this traditional desktop publishing option, Boehringer Ingelheim realized they needed a platform that was more attuned to the requirements of biopharmaceutical documentation to keep pace with medical innovation and the demands of regulatory requirements.

Some time ago, Boehringer Ingelheim started researching options to see if they could find a solution designed for medical authoring that enabled content to be reused more efficiently across documentation versus the inefficient copying and pasting prevalent in basic word processing programs.

On top of searching for a product designed for use within Life Sciences, they wanted a platform that could boost efficiency across the publishing process.

It was important that:

- **New authors could easily start using the solution without extensive training**
- **Available/approved content could be easily accessed**
- **Consistency was easily maintainable, both in leveraging the most recent proven content and sharing across newly created documents**
- **Content could have increased compliancy**

Boehringer Ingelheim discovered structured component authoring (SCA) and began a trial utilizing a general solution. While they liked the idea of structured component authoring, ultimately, they needed an easy-to-use Life Sciences-focused product that could better accommodate regulatory documentation while enhancing efficiency, flexibility, compliance and downstream document publishing.

"We knew we wanted to be more efficient [so we tried out] a vendor but found the product lacked flexibility. We needed something designed for labeling use, and we wanted it to be more consistent, easier to use and expandable to multiple functional areas." stated Holger Christein.

Flexibility designed for Life Sciences

Around 2018 and armed with refined search criteria, Boehringer Ingelheim discovered Docuvera while performing a market search where they carefully examined vendors against some of their critical business challenges. Holger noted, "We found the Docuvera website and requested more information. You contacted us; we didn't need to do more." Following the positive and straightforward initial engagement, they moved into a due diligence phase to solidify the business case for the product.

During the business case stage, Boehringer Ingelheim focused on two areas: clinical trial protocols and regulatory labeling. Demos of the Docuvera platform revealed promising attributes for what Boehringer Ingelheim was looking for in a component authoring solution.

Their general consensus:

- **Docuvera was intuitive, it just worked, and the solutions team was able to demonstrate features that the presentation claimed the product solved.**
- **The platform wasn't overly technical; anybody could instinctively use it without undergoing training for months. Even people who rarely used the platform understood how it worked.**
- **Docuvera incorporated concepts from its sister product, Author-it, but in a platform focused for Life Sciences, which was different from other solutions in the marketplace.**

Holger found Docuvera's SCA solution "intuitive and flexible." Additionally, Boehringer Ingelheim appreciated that the use cases were easily demonstrated in the demos, and that the platform was Life Science-focused. "Docuvera came with a different approach that was far more flexible. Using the structure, the ability to reuse content and consistency — it gets rid of inflexible things."

Implementation that's as intuitive as the solution

Since Boehringer Ingelheim was already aligned on the benefits of SCA publishing, there was minimal organizational resistance to implementing Docuvera. Holger explained, "We had come a long way…once the organization was convinced that we needed to change, such as in labeling where we saw a lot of opportunity, we had the ideas of what we wanted from a solution."

After presenting the solution to leadership and receiving approval to move forward, Boehringer Ingelheim began a swift and smooth rollout of Docuvera. The intuitive nature of the platform required minimal training and change management to get users up and running.

Leveraging Docuvera to drive innovation forward

With international regulatory bodies driving patient safety, Docuvera's SCA solution enables Boehringer Ingelheim to maintain documentation, comply with regulatory specifications and submit structured information required by organizations such as European Medicines Agency (EMA and standards developed by the International Organization for Standardization (ISO) identification of medicinal products (IDMP).