



Lexcelera 

Ion Beam Applications

CASE STUDY

IBA (Ion Beam Applications) assembles and distributes solutions for the diagnosis and treatment of cancer. It is the world's largest supplier of proton therapy solutions, commanding 45% of the market.

IBA currently offers the most advanced form of radiation therapy in the world. It tailors its solutions to its customers' needs by offering a comprehensive array of options, from multi-room proton therapy centres to compact solutions comprising a single treatment room.

BENEFITS

- Enhanced credibility among auditing bodies.
- A return on investment within six months, amounting to 18% of the annual budget.

THE CHALLENGE

IBA needs to provide manuals for its products in the local language wherever its proton therapy solutions are installed. Those resources range from operator user guides to installation and maintenance manuals and system descriptions. During an audit conducted by medical authorities in 2019, IBA was informed that its manuals for clinicians failed to meet industry requirements. They were deemed non-conforming for a variety of reasons:

- A lack of consistency between manuals across all target languages.
- Terminology errors.
- Deliverables that were not compliant with certification requirements.

So IBA immediately needed to revamp its processes and procedures for producing translated content. With this aim in mind, the documentation teams approached Lexcelera, as a new partner, to help them identify the problem and implement a corrective action plan.

THE SOLUTION

During its audit, Lexcelera found that the translation memories had major inconsistencies in terminology and translation. In order not to replicate those problems in the new documentation, it became vital to correct the reference material —while reliable reference resources are immensely valuable, unreliable resources can be dangerous.

On Lexcelera's advice, IBA opted for a gradual review of leveraged sentences, so as not to strain its budget. In addition, the oldest segments were purged from the memories without affecting the volumes to be processed.

Moreover, Lexcelera guaranteed that its 4-eyes process would be followed on every project, to ensure that all content would be subjected to a thorough cross-review. Lastly, as a guarantee of deliverable conformity, Lexcelera delivered a certificate with each translation, along with the curriculum vitae of the various employees working on the projects.

Reinforced communication channels were established to ensure that project stakeholders could acquire IBA-specific instructions quickly and effectively.

THE RESULT

- Compliant, uniform documentation, regardless of the audience.
- Trained, dedicated work teams for nine languages.
- Procedures tailored to each product line and constantly refined to reflect emerging needs at user sites.
- Complete support for terminology management.