



**RESEARCH SOLUTIONS  
REPRINTS DESK**

# Medical Device Contractor **Transforms** Research Efficiency With **Automated** Document Delivery

## Moving Beyond Manual Processes

Novineon specializes in preparing clinical evaluation reports and other pivotal regulatory documents based on scientific data for medical device companies. Approximately 90 percent of the reports they create are literature-based, making access to scientific articles a critical step in their research workflow.

"In a sense, we are performing systematic literature reviews and regulatory submissions for medical device companies," said Robert Radloff, consultant and CRA at Novineon. "So, having efficient access to scientific literature is very important."

Unfortunately, the systems novineon had in place for obtaining scientific literature were outdated and inefficient. In 2018, they decided it was time to modernize. The key challenges they needed to address were slow delivery times, poor quality documents, and transactional complexities. Upon placing an order, the vendor would copy the literature from the library and then send it to novineon via fax or the postal service. Although the price per article at first seemed like a bargain, the poor quality and slow delivery was hurting Novineon's ability to provide timely, top level services for its customers.

"We either had to wait two to four days for the papers to arrive by mail, or we had to work with poor-quality faxed documents," said Radloff. "Either way, we would then have to manually scan the papers into PDF format, which added even more time to our processes."

Another problem was that the solution was very centralized. Novineon's team assistant was the only person who could place the orders.

## MEDICAL DEVICE CASE STUDY



### Quick Facts

**Founded:** 2001

**Headquarters:** Tübingen,  
Baden-Württemberg, Germany

**Headcount:** 15 Employees

**Industry:** Medical Device

### The Company

Novineon CRO GmbH is a private contract research organization and regulatory solutions firm. It supports manufacturers and providers of medical products and services in the central issues of development and product certification, as well as pre—and post—market clinical trials. The company is active in all sectors of the healthcare industry, leveraging an international network of partnerships with leading scientific institutions. To learn more, visit [www.novineon.com](http://www.novineon.com)

### Article Galaxy Enterprise Benefits

Novineon utilizes Research Solutions' Article Galaxy Enterprise platform to simplify access to scientific literature, accelerate research workflows, and provide critical support to medical device companies in the evolving regulatory landscape.



Sometimes she had other deadlines that took priority or wasn't around for whatever reason—and the scientific writers would be stuck for yet another day, waiting for the papers they needed to create their reports. Invoicing was time-consuming, too. At the end of every month, the team assistant had to manually sort through the transactions to determine which literature was going to which customer—as well as which articles were obtained for free and which were purchased.

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## Adopting a Modern Solution for an Evolving Landscape

Novineon selected Research Solutions' Article Galaxy Enterprise document delivery solution to modernize its literature acquisition workflow based on the following criteria:

- ✔ **De-centralized access:** All researchers have direct access to Article Galaxy Enterprise's research engine and can quickly and easily order the articles they need.
- ✔ **Delivery on demand, 24/7:** Full-text PDF articles are available online immediately or delivered via email within minutes.
- ✔ **Simplified transactions:** Advanced filters automatically check for open access. Automated reports make it easy to track and organize transactions by customers.

"The Article Galaxy solution was very easy to understand and intuitive, so the onboarding was very fast," said Radloff. "I'd give Research Solutions a top score for its customer service."

The Article Galaxy Enterprise platform has delivered an immediate return on investment for Novineon, saving the company invaluable time, while delivering top quality service. The solution has enabled Novineon to accelerate and simplify literature acquisition, give writers more control over their research, and provide customers with fast, top quality services.

According to Radloff's estimates, the savings have amounted to 125 hours or EUR 20,000 per 1,000 documents ordered annually. Looking ahead, Radloff notes that Novineon is well-positioned to succeed in the evolving regulatory environment. "The new EU MDR [European Medical Device Regulation], which increases the requirement for research studies, makes the Article Galaxy Enterprise capabilities all the more valuable to us."

*"As a scientific writer, you are in the driver's seat to get what you need immediately. You can order articles 24/7 and don't need to wait around for other people. That was really important for us."*

Senior Clinical Evaluation  
Specialist at novineon CRO

Research Solutions (NASDAQ: RSSS), is a pioneer in providing seamless access to scientific research. Its wholly-owned subsidiary Reprints Desk, Inc., simplifies how organizations and individual researchers discover, acquire, and manage scholarly journal articles, book chapters and other content in scientific, technical, and medical (STM) research. More than 70 percent of the top pharmaceutical companies, prestigious universities, and emerging businesses rely on Article Galaxy Enterprise, Research Solutions' cloud-based SaaS research platform, for simplified and lowest cost access to the latest scientific research and data. Featuring an ecosystem of app-like Gadgets for a personalized research experience, Article Galaxy offers individual as well as enterprise plans, coupled with unparalleled, 24/7 customer support.

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