

Merck & Co. Expands Manual Publishing to over 10 Languages

With a content-generation process that included over 800 contributors emailing Word documents to each other, pharmaceutical company Merck & Co. struggled to manage the content for their user manuals.

Without a means of version management, they dealt with redundant information, inconsistent updates, and dated translations. Seeing the need for reusable content and increased production growth with limited staffing, they decided to partner with Vasont to overhaul their documentation process.

Through Vasont's framework for content management, Merck is able to efficiently manage 3 medical manuals with over a million words per manual. With an optimized translation process managed by TransPerfect GlobalLink, they successfully publish in 10 languages and are about to add 3 more, making their content more accessible to more people than ever. What's more, Merck was able to add a web portal for light authoring and editing for their doctors, allowing accurate content to be available worldwide.