How Roche cut 3 weeks of manual dossier preparation down to one click

16,000+
PDFs securely stored and instantly accessible

3 weeks
of manual work replaced with one-click dossier exports

100%
internal hosting for full data control and compliance

Products:

Citavi

Industry / Department

Pharma

Introduction:

Roche, one of the world's largest biotech companies, is a global leader in in-vitro diagnostics and a pioneer in targeted healthcare. With a history spanning over 125 years, Roche is known for innovation, regulatory rigor, and a deep commitment to research-driven breakthroughs.

In Germany, the company's Health Technology Assessment (HTA) department is critical to bringing new therapies to market. Facing increasingly complex regulatory demands—especially in the European Union—Roche needed a way to efficiently manage massive HTA dossiers. These documents often span thousands of pages and must comply with exacting formats, structures, and citation standards. To tackle this challenge, Roche turned to Citavi.

The challenge:

HTA dossiers submitted for German market access follow a strictly regulated methodological framework, requiring structured outputs, RIS files, and thousands of pages of precisely formatted evidence with comprehensive references.

For Roche, this meant managing vast amounts of data—often over 4,000 pages per dossier—while coordinating across internal teams and external vendors under strict confidentiality. But existing tools like EndNote lacked the server-based functionality and collaboration features needed, leading to duplication, inefficiencies, and a higher risk of regulatory noncompliance. Without a centralized system, even small updates meant time-consuming changes across individual accounts. Maintaining consistent citation styles and knowledge structures was burdensome, especially given the volume of content and number of contributors.

> "I like to do the research directly in Citavi. I like very, very much the update of the meta data...It supports having a clean database... I think that's the reason to prefer Citavi against all other tools."
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> **Dr. Anne-Eve Roske, MD**
> **Lead External Relations Market Access at Roche Pharma AG**

The solution:

To meet the demands of the HTA process, Roche implemented Citavi's database server version nearly a decade ago, hosted internally to ensure full data control and confidentiality. Citavi offered a scalable, collaborative solution tailored to Roche's dossier needs. The team created a master database structure that ensured consistency across all HTA projects, and every new dossier began with a copy of this standardized framework—complete with predefined categories and lists.

Custom fields and dropdowns were added to match specific HTA requirements, while Citavi's flexibility allowed Roche to develop proprietary add-ons that automated complex outputs. One of the most impactful innovations was an add-on that enabled one-click exports of RIS files, attachments, and structured citations for each module—replacing a process that had once taken three dedicated colleagues three weeks to complete.

Citavi's server-based architecture also streamlined administration. Citavi also became an essential tool for compiling dossier content. With these capabilities, Citavi became a foundation for Roche's HTA success.

Results:

Since adopting Citavi, Roche has transformed the way it manages HTA dossiers. What once required weeks of manual work has been reduced to a streamlined, repeatable process. With over 60 projects and 3,000 references—plus more than 16,000 attached PDFs—Citavi enables Roche to organize, access, and output data with speed and accuracy.

The ability to control updates centrally has improved consistency across teams, while secure, role-based access ensures compliance and confidentiality for both internal staff and external vendors. The automation of RIS file generation and structured citations has eliminated repetitive work and reduced errors. Research workflows have also improved significantly.

> "What I like is in the DB server management, I can change the settings for all users by one click. If there's an update of citation style or something like that, I can push a silent update. That's very important."
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> **Dr. Anne-Eve Roske, MD**
> **Roche Pharma AG**