

HELIO AI Communications Monitoring Now Support 100+ Languages

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Morristown NJ, September 28, 2023 – HELIO, a tech-enabled professional services organization is proud to announce the expansion of its communications monitoring capabilities to support over 100 languages. This marks another milestone in HELIO AI's Compliance Solutions for the Life Sciences industry and beyond.

HELIO AI's Communications Monitoring was designed to go beyond traditional key word searches, which often lead to false positives. Instead, HELIO AI leverages Natural Language Processing (NLP) to identify potential risks in messages and pinpoint anomalies across enterprise messaging platforms. This approach significantly reduces the volume of emails requiring review, saving both time and resources. With the capability to process multiple languages, HELIO AI enables the ability to extend monitoring activities globally.

"This is crucial for US-based companies looking to bridge the gap with their global counterparts. The types of risks and policies can vary and be nuanced across different regions," said Minna Bak, HELIO Director and Communications Monitoring Lead. "Additionally, the rise in multilingual communications, especially in functions like patient services catering to ethnically diverse patient populations, makes this feature more essential."

Speaking about models within the Communications Monitoring solution, John Poulin, HELIO Chief Technology Officer and Partner, remarked "We've been integrating Large Language Models (LLMs) in comms monitoring since 2019. While others are playing catch up with the technology, we've been optimizing it for years, specifically for Life Science companies."

HELIO AI Communications Monitoring is built on leading GenAI and machine learning technology which is now being adopted across all industries. HELIO has collaborated closely with its partners across life sciences compliance and legal teams to develop a compliance-grade AI suitable for any team. HELIO AI ensures it provides auditability, transparency, and accuracy through its design and collaborative implementation approach.

About HELIO: HELIO is a tech-enabled, professional services company dedicated to Life Sciences. We offer unrivaled Compliance and Commercial expertise through Consulting, Technology-Enabled Services, and AI Solutions. Our all-consuming passion has helped our life sciences clients achieve transformative success in this critical industry...and beyond. **We Live Life Sciences.**

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