



**One of the top 10 LSPs
in the world between 2006 and 2010**

Problem Statement

The company had two clients, who were pushing them for lower rates, owing to the volume of business. Finding themselves torn between offering quality translations and remaining profitable, the company was forced to look at options that would help them cut costs while allowing them to maintain the quality of translations their clients expected.

Challenges

This was not a one off project. The weekly volumes exceeded 1,25,000 words per week and the project was scheduled to run for at least 18 months.

This meant that they had to put together a team of at least 8 translators and 2 reviewers. At European rates, this would have cost them the project.

File preparation, use of two specific CAT Tools, adherence to domain-specific terminology, ability to edit translations quickly at odd hours and incorporate client feedback in subsequent translations, while having a very quick turn around time was of prime importance.

Solution

We handpicked a team of dedicated Translators and Reviewers to work exclusively on this project. Since the Reviewers were critical to the quality of the output, it was agreed that they be trained at the LSP's offices in Germany and Switzerland so that they understand the end client's requirements really well, communicate better with the LSP's PMs and are able to help the Team back home deliver as per the end client's expectations.

We also set up a team to help the LSP's PMs prepare files for translation. This included extracting content out of PDF files using OCR, formatting and analysing them and getting them ready for processing in one of the desired CAT Tools.

We also created domain-specific glossaries using Term Extract, apart from plugging in those provided by the client to our CAT Tool. We also set up weekly calls between our Reviewers and the LSP's PMs and the Reviewers then had weekly meetings with the Translation Team to ensure they knew what was expected of them.

We used a Server Version of memoQ to ensure consistency of terminology and that Senior Translators were editing the translations produced by their Team in near real time.

Senior Translators were also tasked with editing files as soon as the client's feedback came in and in general the productivity of every Translator, who formed part of the team, was monitored daily to ensure that not a single deadline was missed over the entire duration of the project.

The Management of the two companies also made it a point to interact at least a dozen times over video calls and by way of in-person meetings in Berlin to ensure the outcomes were defined and met.

Case Studies