



## A leading UK LSP

### Problem Statement

The company needed to translate 2,82,463 words from English into Hindi in under 4 weeks. These were documents pertaining to a court's verdict and although the language of the source text was formal and legal, the translation needed to be extremely informal and colloquial so that the end users, who were not very educated, would understand it easily.

To make matters worse, the source text had many scanned pages, some of which were handwritten in Hindi. In addition, it was also essential for the Translator to understand the British Legal and Benefits system to be able to do justice to the output.

### Challenges

Finding a single partner who was in a position to handle the entire volume, have an idea of the UK's Legal and Benefits system and be able to deliver in time despite complexities such as OCR, hand written text with compromised legibility and sometime extremely colloquial language was proving to be a big problem.

### Solution

We decided to hire 5 temporary in-house Translators to supplement our team of 2 regular in-house Translators. Having worked for UK LSPs extensively, our Translators had a good understanding of UK-specific concepts and the new Translators were given a session in that regard and a basic glossary was drawn up to ensure consistency in terminology since the use of a CAT Tool was not going to be possible.

We decided to apply the principles of the Sprint Model that is popular in Agile Software Development to this project. Broke the project down into parts, put them together, edited them and delivered on or before time, barring one exception where we had to reschedule an internal deadline.

While our regular Translators became more of Reviewers, the temporary in-house translators worked day and night to meet the tough deadlines that this project demanded. Our DTP person helped as our go to OCR guy on this team. A Project Tracker was created and shared with all the stakeholders to ensure everyone was on the same page and planned and worked like a team.

# Case Studies