



CASE STUDY

Improving Translation Consistency

The Situation

Our client is a multinational health care and medical device provider headquartered in the United States.

The Challenge

After undergoing multiple mergers and extensive business unit consolidation over the past few years, the client desperately needed a service that would improve consistency in their translated content across the business.

The Solution

The client wanted a single supplier to provide a centralized linguistic review service that would serve as a “gatekeeper” of quality, and they felt that bringing in a third party not involved in the initial translations would provide the best quality guarantee. We provided them with that but also went beyond the typical scope of third-party review, partnering with them to streamline the review process by suggesting new metrics and processes that provided granular data around translation quality while driving consistency across products and business units.

The Result

The client updated their internal procedures and got buy-in from all their suppliers, which was the key to making our solution work. With the necessary foundation in place, our solution has given the client a means to not only improve translation quality, but also to track trends in quality so that they can address concerns with translation suppliers. The service has been so successful, in fact, that the client plans to continue utilizing it as a means to improve quality across the board in their organization by spreading the word to other parts of their business that have translation needs.