

Case Study

Global Science-based Solutions Company



TRANSCENDING EXCELLENCE

Background: Operating in more than 70 countries, with 60,000 employees, our client offers a wide range of innovative products and services for markets including agriculture, nutrition, electronics, communications, safety and protection, home and construction, transportation and apparel.

Client Objective: To sell off a large global division of their company and have all related business, financial, and legal documents translated into English for the prospective US buyer who wanted to review all related documentation and close the sale in a very short amount of time.

Challenge: To Scan, organize, manage, translate, edit, format, and proofread 7,700,000 technical and legal words and over 50,000 pages in 120 calendar days.

The client provided us with 12 banker boxes totally full of documents with no electronic copy, no language separation, nor any document-type designation. Our dedicated Project Manager and team had to sort, group, accession stamp, and inventory all documents before having everything scanned. This part of the project consumed 15 of our allotted days. However, because of our close teamwork and communication with our client, the “heads-up” on this project provided our Translator Coordinator time to have all translators, editors and word processors available and prepared to start the project as soon as the organizational process had been completed. The project consisted of 27 languages. All documents were assigned by language and technical expertise and had to be returned in 75 days which worked out to 103,000 words per day. This allowed only 30 days for editing, formatting, and proofreading.

CHALLENGES:

- × Finding a partner with significant project management experience
- × Dealing with multiple dialects for some languages under significant time constraints

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Solution: Because of our advanced planning, our excellent project management team, our extensive network of translators and editors, we were able to not only meet our client's deadline with quality translations, but furnish them with a comprehensive inventory list, and an electronic copy of both the foreign language and the English translation on CDs.

OUR SOLUTION:

- × High level of interaction between Subject Matter Experts and Phoenix Translations offices
- × Centralized solution with a single point of contact

Result: Working closely with the Client during each phase of the project provided the flexibility they required and left sufficient room for changes and updates without compromising the success of the project. The sale of the division was completed. In addition, due to Phoenix executing a detailed organization and inventory of all documents, our client realized a 60 day human resource savings (they did not have to sort through 50,000 pages), not to mention the high happiness factor our client's lawyers experienced that allowed this project to be a success story!

About Phoenix Translations: Phoenix Translations is a leading provider of language translation and localization services. Through the unique combination of its Linguistic Quality Assurance (LQA) and Visual Quality Assurance (VQA), expert linguists and integration capabilities, Phoenix Translations services are designed to help clients quickly and easily secure the very best multilingual Web sites, technical documents in any language, and other global communications. Since 2000, the company has earned a reputation among its clients for reliability, quality and professionalism. Clients include: Kodak, MedImmune, Genentech, Exxon, and Johnson & Johnson as well as many law firms, and other major pharmaceutical and technical companies.