

## Case Study #4

### Global Science-based Solutions Company

**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:** Our client needed 3 modules of their online training classes translated from English into Japanese and Simplified Chinese. They also needed the files inventoried and the foreign language files named accordingly with a turnaround time of 21 days.

**Challenge:** To inventory, translate, edit, format, SPAN (check **S**entences, **P**aragraphs **a**nd **N**umbers) and linguistically proofread 1,200,000 technical words in 21 calendar days.

#### CHALLENGES:

- ✧ Finding a partner with significant project management experience
- ✧ Rapid and accurate technical translation.

**Solution:** The client provided us with a DVD which contained over 600 files of Word documents as well as PowerPoint presentations. Since this project was English into foreign language, another step called linguistic quality assurance had to be included. All English into foreign language translations are translated by native speakers and have to be linguistically checked by a second native speaker.

As soon as the dedicated Project Manager's inventory was completed, the Translator Coordinator dispatched files via our secure FTP site to our extensive teams of technical, native-speaking translators, who were standing by to proceed with the translations. As translations of the module files were completed, they were then sent to the

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TRANSCENDING EXCELLENCE

#### OUR SOLUTION:

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

editing, SPAN and production staff. Production had to format the foreign language files in the same format as the English, i.e., Word files in Word and PowerPoint in PowerPoint. After these steps, a second team of native-speaking translators began to edit the foreign language. The files were then sent to production for a final format, QA and a check of the file naming structure. All files were handled in this “rolling” manner.

**Result:** 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.

**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.