

FINDING TRANSLATION PARTNER FOR OUR LANGUAGE CENTER

As a language center manager, I was on a mission to find an agile translation provider for 17 language pairs

As an internal language center of Johnson Controls, we are responsible to provide translation services to departments from all over the world. Our colleagues put a lot of trust in us for delivering and maintaining high quality translations while keeping projects on schedule.

As internal demand for our services increased, I was on a mission to find a translation service provider that can handle 17 different language pairs. There were three key criteria that had to be fulfilled.

The quality had to be consistent over all languages. Secondly, we have strict SLAs that we need to maintain for all our projects. And last, we needed a partner that could respond quickly to possible change requests.

I was choosing from a set of six agencies, from established international names to smaller local agencies. Localization Guru was a special case as they were not a classic translation agency as I was used to. However, they met our initial criteria and they made it to the second round. I also liked the possibility to order online and their customer portal.

Before the final decision, we asked the two companies that made it to the final round to perform a test project in 5 language pairs and both perform well. As we liked Localization Guru's communication from the very beginning, we decided to give them a try.

After one year of cooperation, we are happy with our decision. We even broadened our cooperation and Localization Guru now handles 17 language pairs for us.

- INTERNAL COMMUNICATION MATERIALS
- 17 DIFFERENT LANGUAGES
- STRICT SLA DEADLINES
- CONSISTENT QUALITY IN ALL LANGUAGES
- PROFESSIONAL COMMUNICATION

MARCO VIVOLI
Language Center Operations Manager

"Localization Guru was able to meet our strict SLA deadlines while maintaining high quality translations for more than 5 language pairs. Combined with professional communication, we made a great choice using our service."

