Case Study

How Avantpage delivers high quality translation on time using XTM Cloud

XTM International

Avantpage employed XTM Cloud to support its dynamic translation production team to deliver a crucial, high quality job. Today, in a competitive market, XTM Cloud gives Avantpage an advantage by reducing costs and production time without compromising on quality.

The Customer

Customer Profile:

Avantpage is the bridge advancing cross-cultural communication. They specialize in language translation services for many industries including the healthcare/medical, financial, education and gaming markets.

Their excellent reputation depends on being able to offer their services in over 150 global languages efficiently, consistently, and accurately.

Avantpage achieve this by using the latest project management and translation memory technology to empower their project managers and global network of tested language professionals.

Founded:	1997
Headquarters:	Davis, California
CEO:	Luis Miguel, PhD
Learn more:	www.avantpage.com

The Task

How to translate one million words in 9 days without compromising on quality.

Avantpage's customer in the healthcare market had a large, urgent job. They needed to translate 30 files in RTF format, each with an average size of 400Mb. There was a total of one million words to be translated from English into Spanish in only nine days.

The high quality requirements meant that the translation workflow had to include the following steps: Translate, Correct, Review, Layout and Layout Review.

In order to meet the tight deadlines Avantpage needed to have multiple translators working simultaneously and leveraging the 50% repetition rate within the text. With traditional translation tools the required level of control and concurrent working was not possible.

It was also essential that project managers at Avantpage could monitor production volumes in real time in order to take any corrective action necessary. They needed to be able to reassign more files to fast working translators, while reducing the workload of slower workers.

To ensure high quality, the tool had to have automated quality assurance and to maintain consistency in the translations the chosen system had to allow leveraging of repetitions within the documents.

The Solution

After assessing and testing the available options, Avantpage selected XTM Cloud for this project. XTM Cloud's unique translation management features and its ability to process large source files and manage the production workflow was one of the major factors in Avantpage's decision.

During project creation Avantpage project managers could quickly split up the large files and assign translators to the workflow. Each translator was automatically notified of their new tasks via email. During the translation process all the translators worked online together, sharing the central translation memory and terminology. By monitoring the production workflow project managers could assign more work to the fastest translators and ensure the quality was consistent.

Key Questions

How did Avantpage deliver work quickly to 30 translators?
Using XTM Workflow the project managers were able to assign translators quickly and easily to the project. All translators are notified automatically and just log in to XTM Cloud to begin translating online.

How did the PMs monitor the status of the project and each individual translator's volume?
With XTM they were able to track the progress of the project, each individual file and all the translators in real-time, all of the time.

How did all the translators work together?
Working online in XTM Editor all linguists accessed the same TM and Terminology. They could also share comments with each other.

How did they leverage the repetitions?
With the real-time propagation of new translated segments all the translators on the task could leverage each other's work. To keep consistency the project managers made sure that the best translations were used throughout.

How did Avantpage ensure high quality?
By utilizing the built-in spell checking and QA features of XTM, many common errors were corrected during translation, and because all work was carried out online, any errors were identified and resolved quickly.

The Outcome

By using XTM Cloud Avantpage was able to deliver the project early and with market-leading quality and consistency.

Moving forward XTM Cloud has provided Avantpage with the flexibility to manage large, complex projects easily as its business needs and processes change.
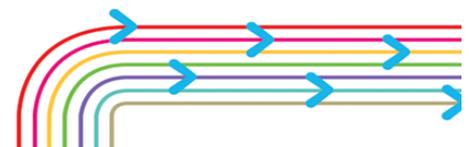
"XTM Cloud provides the translation technology we need to continue to deliver high quality translations in an increasingly competitive and evolving market."

Luis Miguel, CEO, Avantpage Inc.

XTM International Ltd
Ponders, Hedgerley Lane, Gerrards Cross, Bucks SL9 8SY, UK. Tel: +44 1753 480 479

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