



Centralizing Translation Processes

Technology/Services Case Study

Mettler-Toledo with headquarters in Greifensee, Switzerland, is a global manufacturer and marketer of precision instruments for use in laboratory, industrial and food retailing applications.

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Challenge

For a large enterprise like Mettler-Toledo, the workflow of translation projects involved dozens of Mettler-Toledo staff operating in different time zones.

It was clear to Mettler-Toledo that the company needed technology in place to streamline operations, reduce manual intervention, standardize and automate translation workflow, introduce centralization and improve control of the translation process.

Mettler's objectives and challenges were discussed with Welocalize, a preferred technical translation supplier to Mettler since 2002.

At that point, Welocalize already had an existing Client Web portal, designed to ease the logging and tracking of customer translation requests. Welocalize clients could obtain up-to-date information regarding the status of their projects, request quotations online, send files securely and amend details directly using their browser.

Mettler-Toledo investigated the functionality of a number of client portals (from various language service providers, including Welocalize), in order to identify which solution and supplier best suited both their process and translation quality needs. After full evaluation Mettler-Toledo selected Welocalize, who had just 6 weeks to build and test the enhanced Web portal. No small challenge.

Approach & Solution

By first taking the time to fully understand Mettler-Toledo's workflow and interactions with end users Welocalize was able to consider the changes needed to its Client Web portal to further improve communication and efficiency.

Several factors were essential to the development and rollout of the Web portal and the necessary changes in processes and ways of working for Mettler-Toledo employees. Enhancements to the Client Web portal focused on user-friendliness coupled with increased functionality.

Results & Benefits

The end result was an enhanced Client Web portal, delivered on time to Mettler-Toledo; thus supporting Mettler-Toledo's agenda – a centrally managed way of placing and managing translation projects.

The Web portal has been well received, the number of Mettler-Toledo users has increased and the self-service environment is boosting productivity.

Welocalize continues to actively seek feedback from end users (including Mettler-Toledo), to further enhance its Client Web portal, adding new capabilities, new types of information and new types of users. Further updates are in progress.

www.welocalize.com

USA
UK
IRELAND
GERMANY
CHINA
JAPAN

241 East 4th St.
Suite 207
Frederick, MD 21701 USA

[tel] +1.301.668.0330
[toll free] +1.800.370.9515
[fax] +1.301.668.0335