



CASE STUDY

Solving a Law Firm's Translation Challenge.

The Need:

380,000 words to translate from Spanish into English on a rush basis.

A new contact at an AMLAW 100 Firm approached Trustpoint through a colleague's referral with the need to translate 380,000 words from Spanish into English on a rush basis. The matter involved litigation related to a power company.

The Challenge.

All documents were in PDF format, which were created from several different file types: PPT, Word, scanned documents with handwriting, and Excel. Even with the most advanced document conversion tools, most files could not be converted cleanly in order to leverage translation memory software or machine translation technology. Keeping in mind that the average word count capacity for a professional translator is 2,250 words per day, we had to quickly scale up production efforts to meet the client deadline of 25 days.

The Solution.

A Collective Decision: Given the volume and the client's request for rushed processing, Trustpoint's account manager evaluated various approaches with the client. Machine translation was not suitable since most files could not be converted cleanly enough due to poor scans and handwriting. It was then agreed that we would provide human translation. A team of Trustpoint's professional translators, all managed closely by a dedicated project manager translated the content. We provided rolling delivery so that the attorneys would be able to start review within a few days from commencement of the project.

First Step: Trustpoint's project manager and vendor manager worked closely together to identify a team of translators – all of whom were specialists in the language combination and experts in the subject matter. These translators accepted their scope of work and committed to working full-time, including weekends to meet the deadline requirements. They were in close communication with the project manager who fielded all questions and ultimately performed quality control on all of the deliverables. The project manager sent the client the first two priority documents within two days of project launch and continued feeding batches every few days.

The Outcome.

Our solution enabled the client to meet their deadline. They were very happy with the way the project was managed and the deliverables. Trustpoint provided the most cost effective solution in a compressed timeline to meet the attorneys' review requirements.