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Mobility Home Loans like any any loan originator are constantly issuing home loans to high profile clients. As rates change on a daily basis, the need for a speedy turnaround of translation is imperative.

Timing is key

Mobility Home Loans is a division of one the largest, independent residential mortgage lending firms in the US. Since it was established in 2003 Mobility Home Loans has experienced accelerated growth and their expected growth rate over the next three years is set to continue at 10-20%.

Mobility Home Loans provides corporate employees with loans to ensure that relocating employees have access to competitive rates and unmatched service when financing their new home. Mobility Home Loans offers some of the most comprehensive services and products in the mortgage industry.

Mobility Home Loans cater for extremely high profile clients who benefit from leveraging the resources of Primacy Relocation and Countrywide Home Loans. They offer clients some of the following home loan programs:

- Fixed rate loans
- Adjustable (ARM) loans
- VA Government Loans
- Home Equity lines of credit and fixed rate Second Loans
- Foreign National Programs

Challenge

The overall challenge was to translate Financial documents from Finnish to English, on behalf of Mobility Home Loans. These translated documents would enable Mobility Home Loans to decipher the credit worthiness of a high profile client before processing their home loan application.

Mobility Home Loans requested that the Home Loan application was to be translated within a very tight time-frame of less than two days. For this reason the project called for an extremely fast turn-around time.

As the Documents were of a Financial nature, it required the translations to be managed by Finnish to English translators with experience and a strong background knowledge of finance.

Solutions

The dedicated project management would have to conduct a thorough selection process and test to ensure they have selected the best and most suitable translator for the job from their database of highly skilled individuals. It was imperative that the translator had a background and experience that matched both skill-sets of Finance and Finnish.

Due to the financial information included in these documents and the important determinations that will be based on this application, the contextual accuracy of the translated documents would be extremely critical. Any inaccuracies would have implications on both Applied Language Solutions and Mobility Home Loans.

“Applied Language Solutions regularly embark on translations for specialised industries. These projects require translators with specific skill sets and experience from that particular industry or field, before being assigned.”

As there was already a restrictive timeframe, the difficulty of meeting the deadline date was heightened due to the large amount of words within the documents and the PDF format of which it was sent. Such a tight deadline meant that speed and ease of information transfer is a crucial requirement.

Benefits

Mobility Home Loans had a previous supplier of translation but chose to employ the services of Applied Language because of the Company's overall service package:

- The almost immediate response rate
- The overall cost of the translation services
- The high quality translation and service provided

The project was upgraded at the very end of the US working day at 5:30 CST so, was therefore outside of the working hours in both the US and Europe. This added to the difficulty in selection of an experienced translator.

Fortunately, as Applied Language provide a 24 hour service, the most suitable project manager was selected and was able to appoint a qualified translator to the Mobility Home Loans translation. This project was then completed in less than two days, six hours ahead of deadline.

Applied Language's professional translators couple their financial expertise with exceptional linguistic skills giving them an excellent knowledge of the subject matter. The selected translator had an abundance of first-rate experience working with Applied Language Solutions which was an indication of guaranteed quality.

In addition to this, the Project Management Team took responsibility for delivering quality control at every stage of the translation process.

Applied Language Solution's employs state of the art Information Technology, Talkbase.net. This made communication at the beginning, during and at the end of the project, as well as the transfer of

information and documents, an extremely easy process.

Talkbase.Net

Talkbase.Net is the software that Applied language Solutions revolves around. The sales staff enter all new enquires into TalkBase.Net and the projects team then extract these enquires and enter them as projects, which are then distributed to translators for completion. It allows customers to be actively involved in the management of their projects.

Talkbase enables Applied Language Solution Customers to:

- Access the Applied Language FTP system which allows documents to be uploaded, current ongoing projects to be collected and projects that are up to one year old to be recovered
- Request and receive online quotations for new projects with extreme ease.
- Monitor the progress of ongoing projects.
- Access detailed reports on spending levels. This can be broken down into any language or time period.

Future projects

Mobility Home Loans will "without doubt use Applied Language Solutions for all future translations." After the "level of efficiency and high quality translation" Applied Language provided, the Translation and Interpretation Company will now be the "main supplier" for Mobility Home Loans.

"Applied Language's customer service was excellent. We have never received the level of service from any previous translation service providers we have used."

For a free quote visit www.appliedlanguage.com

**or call our UK office on +44 (0)870 367 7000 or
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