



GERMFREE's proposals and tenders do not always require translation. They believe it can only improve and not hinder the chances of their tenders being successful, if they respond in the native tongue.

GERMFREE Laboratories manufacture custom and standard equipment for a wide range of high containment applications. The mobile laboratories division integrates this equipment as well as any other necessary equipment, into a fully designed and manufactured turnkey Biological Safety Level (BSL) mobile lab.

One of the major areas where GERMFREE gain valuable business is through tendering for contracts and from putting forward proposals to businesses and Government bodies worldwide, that have a specific product requirement. They frequently have short deadlines which require an extremely quick turnaround.

With the Translation Services supplied by Applied Language Solutions, GERMFREE successfully produced a proposal in Spanish for the Spanish Army within a very short time-frame, permitting

GERMFREE to bid for new business. Applied Language Solutions offered faultless project management which enabled them to deliver a professional technical translation of the best possible quality

Challenge

The challenge was to translate a technical proposal, on behalf of GERMFREE, to the Spanish Army. The proposal document was to be translated from English into Spanish in order for it to be reviewed by Spanish military procurement officers and the end-users. This translated proposal would then assist GERMFREE in their bid to win new business with the Spanish Army.

GERMFREE requested that the Technical Proposal be translated within an extremely restrictive time-frame. It was vital that this deadline was met and so, the project called for an extremely fast and efficient translation process. As the proposal was of a technical nature, it required the translations to be managed by translators, with knowledge of the industry and an engineering background.

The selected translator would face an additional challenge of little resources, where they would have to find the reference material themselves. The only resource supplied by GERMFREE was details of their website www.germfree.com.

Solutions

The dedicated project management would need 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

The GERMFREE proposal document would have to be transferred quickly as it was vital for the transfer process to be completed with ease. Such a tight deadline means that speed is a crucial requirement.

Applied Language Solutions always ensure regular contact throughout all projects. This continuous communication is via email or telephone conversations and helps to ensure the customer is happy at every stage of the process.

Regular contact throughout the project was imperative. This constant communication would allow the customer, GERMFREE to be kept up-to-date with the progress made throughout the whole translation process of the document.

Benefits

Applied Language Solutions, in previous months, have completed a tender translation for GERMFREE, from Dutch to English. The quick turnaround and quality of this translation led to GERMFREE's selection of Applied Language's Translation Services, again for this proposal.

The success and speed of the previous tender translation gave GERMFREE total peace of mind knowing, that from the instant the proposal was identified for translation, Applied Language would ensure optimum return delivery of content that was fast, efficient, accurate and in the desired format.

Although the final deadline for the project was extremely restrictive, Applied Language Solutions delivered the translated document to GERMFREE within two days and ahead of deadline.

Applied Language's Project Management Team oversaw the entire translation project from start to finish. After a process of selecting and testing translators from the Applied Language database, they chose the most suitable translator from their network. They selected a translator with a background in engineering, which was the required skill set.

The chosen translator had two years of first-rate experience working with Applied Language Solutions which was an indication of guaranteed quality but in addition to this, the Project Management Team took responsibility for delivering quality control at every stage of the translation 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

As GERMFREE believe they were "paying for guaranteed quality" they have recommended Applied

Language Solutions for a website translation project with their company in the near future. The translated website will ensure that GERMFREE are catering for the entirety of their customer base. They have said, "Applied Language will be the Translation Company to do it."

"The technical translation we received was completely accurate and exceeded our deadline expectations. I would not hesitate to use Applied Language Solutions in the future."

For a free quote visit www.appliedlanguage.com

**or call our UK office on +44 (0)870 367 7000 or
our US office on +1(800) 579 5010**

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