How to **reduce costs,** **simplify the processes** and **ensure urgency**
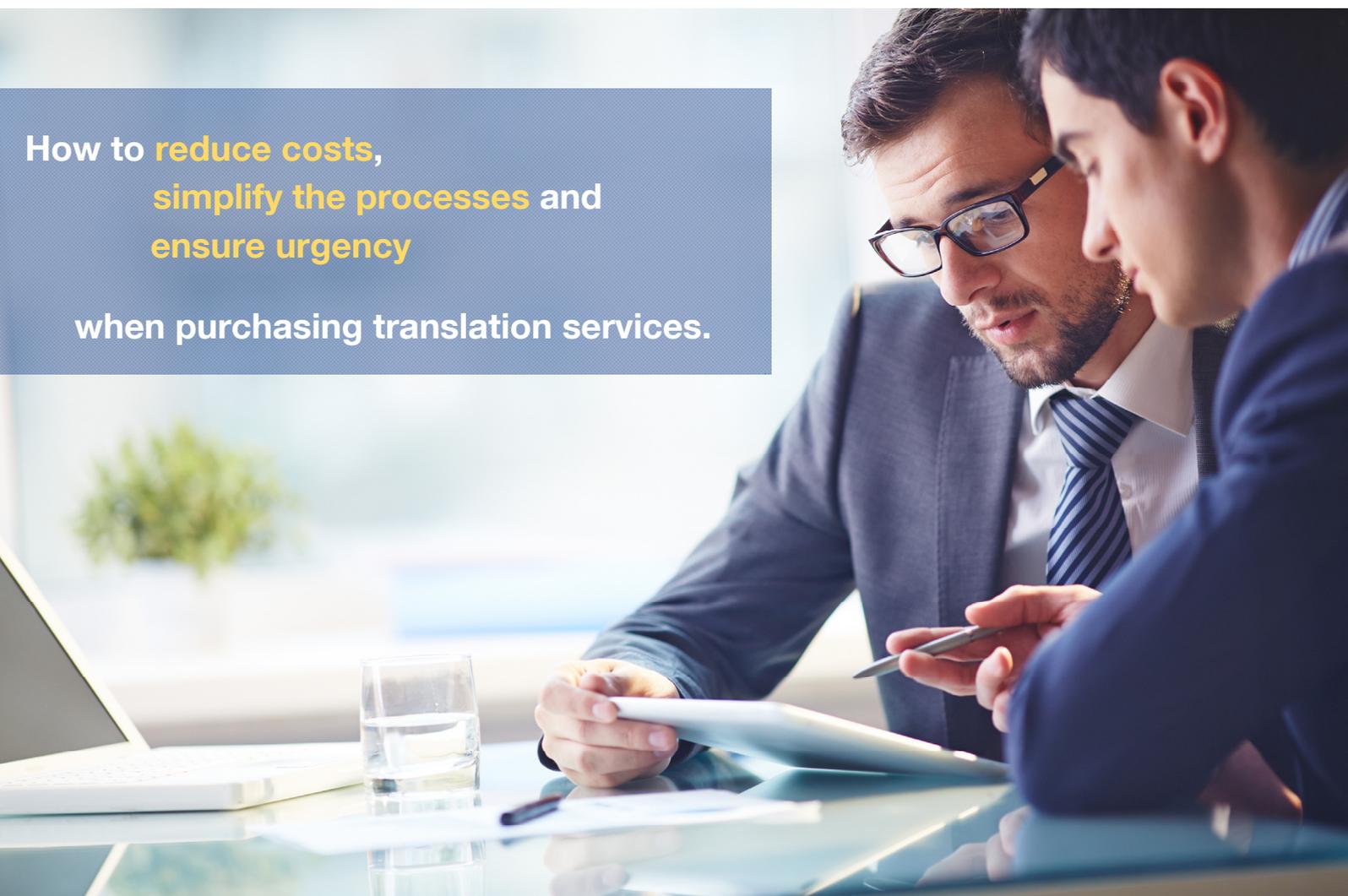
when purchasing translation services.

metzger
FINANCIAL, LEGAL & SWORN TRANSLATIONS

"Transferring the economies of scale from the production processes to our clients to reduce costs and provide a complete translation service that takes care of all the procedures, is the best way to be efficient for our clients, always according to the European quality standards"

Summary

A lawyers office, with regular requirements for both normal and sworn translations into 12 languages, asked us how we could help them simplify their processes, lower their overall translation costs and improve the quality of the translations, while ensuring the delivery times given the urgent deadlines they usually face.

Background

Although the company had no specific complaint about the quality of the translations with its current providers, they did feel that they were not working efficiently, regarding both processes and costs, and they even had apparently advantageous price agreements with the providers.

ISO 17100
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1828

First steps

First of all, Metzger Translations carried out an audit on the document production processes in the lawyers office, indicating the areas with room for improvement and taking into account that this audit would later be translated into other languages and that sometimes the office would require additional services (apostilles, authenticating signatures, witnesses,...)

Then, together with the client, they selected a body of translations already completed and validated by the client, so as to retrieve vocabulary, and this was reviewed and improved by our native-speaking translators with legal and economic training. Also, the documents were aligned to use the previously completed translations as a basis for future translation projects, in order to reduce costs from the start of our co-operation.
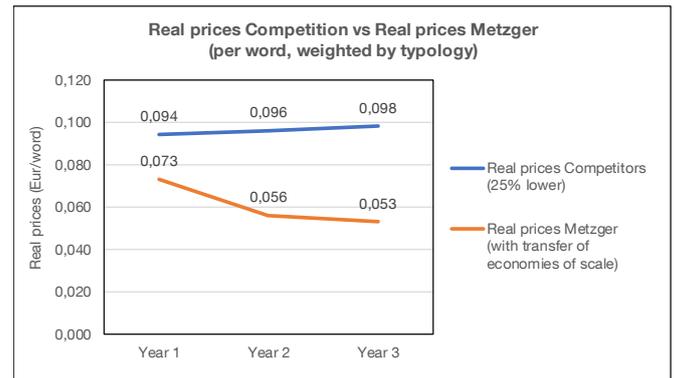
Improved working and traceability processes

Using the latest technologies on the translation market (not associated with automatic translation), we progressively reduce costs for our client, by classifying words according to the different effort they will represent for translation, taking into account the similar translations completed to date.

Also, through our platform for clients, the various parties requesting the translations from the lawyers office now had online access to follow the project production processes in real time. For their part, those responsible for the lawyers office costs, using said platform, had access to reports on different variables on the evolution of the costs and invoicing (contract volumes and unit costs according to type of words translated, language combinations, etc.).

Results

Although the office's previous providers applied a rate practically 25% lower, transferring the economies of scale not only allowed reducing the real prices per word paid by the client in the first year by 28%, it also achieved an additional reduction year after year, thanks to changing the charging system (-35% the second year and -38% the third year).

Real prices Competition vs Real prices Metzger
(per word, weighted by typology)

	Year 1	Year 2	Year 3
Real prices Competitors (25% lower)	0.094	0.096	0.098
Real prices Metzger (with transfer of economies of scale)	0.073	0.056	0.053

Real prices (Eur/word)

"The most important factor for lowering costs is not the price per word agreed in a negotiation with the provider, but the fact that the provider transfers to the client the full potential of the reduction of costs, and does so in a transparent way"

Conclusions

The lawyers office simplified its internal processes by having one single translation provider who takes care of all the procedures and who delivers the translations punctually, both normal and sworn translations, to their professional office on the agreed date and time.

Also, it reduced its costs very substantially and immediately, with the additional guarantee of working with a company certified in the European translation standard ISO 17100.

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