How to **reduce costs,** **improve quality** and **increase control of processes**

when purchasing translation services

metzger

TECHNICAL & ENGINEERING TRANSLATIONS

"Transferring the economies of scale from production processes to our clients and provide transparency and online control of projects and costs is the best way to be efficient, always according to European quality standards"

Summary

A graphic art machine manufacturer, requiring highly technical translation into 16 languages, asked us how we could help them lower their overall translation costs, improving the current quality of the translations and ensuring control by the company's various cost centres.

Background

Although the company had no specific complaint about the quality of the translations with their current provider, they did have the feeling that they were not working efficiently, regarding both processes and costs, and they had even reached an agreement for very low prices with the provider.

ISO 17100
BUREAU VERITAS
Certification

BUREAU VERITAS
1828

www.metzger-translations.com   mkt@metzger-translations.com

First steps

First of all, Metzger Translations carried out an audit on the document production processes, indicating the areas with room for improvement, taking into account that this audit would later be translated into various languages.

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 technically trained translators. 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.

New multilingual glossaries and lists of forbidden words which the client did not want to appear in the documents were created.
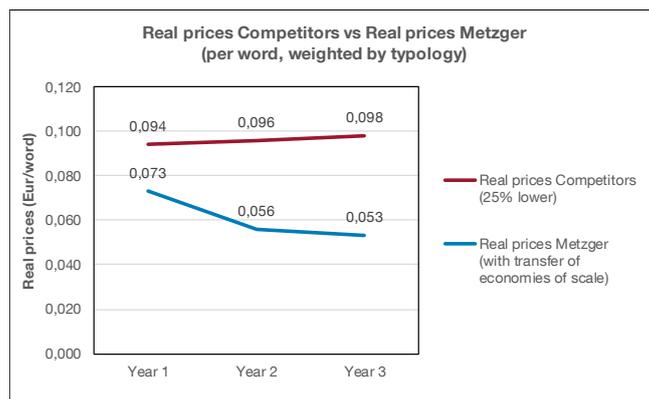
Improved working and traceability processes

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 now had online access to follow the project production processes in real time. For their part, those responsible for the company's various cost centres, 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 previous supplier 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 Competitors vs Real prices Metzger (per word, weighted by typology)

- Real prices Competitors (25% lower): Year 1: 0,094; Year 2: 0,096; Year 3: 0,098
- Real prices Metzger (with transfer of economies of scale): Year 1: 0,073; Year 2: 0,056; Year 3: 0,053

"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 machinery manufacturing firm reduced its costs very substantially and immediately, thanks to changing the charging system and making use of the translations completed previously. Project traceability and cost control also improved thanks to the Metzger Translations online management platform.

And more importantly, not only did the cost of the translation item reduce, but also it continues to reduce year after year by the language services provider transferring the economies of scale, always with the guarantee of a company certified according to the European translation standard ISO 17100.

ISO 17100
BUREAU VERITAS
Certification