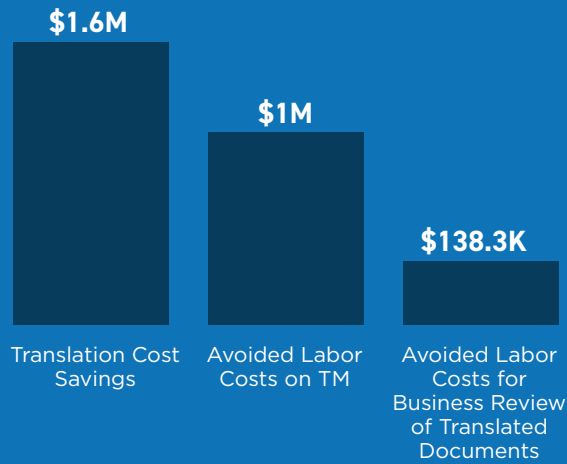


# The Total Economic Impact™ Translations.com’s Managed Services Program

Through customer interviews and data aggregation, Forrester concluded that GlobalLink had the following three-year financial impact for its client.

## SUMMARY OF BENEFITS 3-YEAR RISK ADJUSTED



## GLOBALLINK BY THE NUMBERS



Words translated annually ranged from 7.2 million to 8.7 million



In Year 3, 233,000 words processed free of charge due to ICE matches.



Improved translation quality, including better brand voice consistency.

## VOICE OF THE CUSTOMER

“Translations.com’s project managers have extensive collective experience. And they’re not encumbered by meeting deadlines for a translation, because they’re not doing translations themselves. They’re focused on project managing the translations.”

*Translations manager*

“The idea was that we would have a ‘follow the sun’ approach that anybody, anywhere in the organization could request translations at any time and it would be picked up within the hour. That is what we now have. We didn’t have that before, so that’s an improvement.”

*Translations manager,*



Read the Full Study

This document is an abridged version of a case study commissioned by TransPerfect titled: “The Total Economic Impact™ Of Translations.com’s Managed Services Program,” February 2020

© 2020 Forrester Research, Inc. All right reserved. Forrester is a registered trademark of Forrester Research, Inc.