IBM
CASE STUDY

Providing a network of interpreters for a multinational corporation.

ARGO TRANSLATION

AT A GLANCE

Challenges

- Survey data required daily updates
- Interpreters needed worldwide

Solutions

- Video remote interpretation
- Custom portal creation

"Project information and requirements were submitted from all over the globe. Argo Translation was able to work as an extension of our efforts to verify this information throughout the world with no exceptions. They did so in a very professional manner. Our process for delivering the findings was detailed and they followed it precisely."

-IBM

OBJECTIVES

As one of the world's leading tech innovators, IBM depends on customer input and feedback to determine proper positioning for global product success. Argo Translation was tasked with creating a worldwide network of interpreters to help measure the company's customer satisfaction. To cover all possible regions, the network would need to be able to translate into 48 different languages.

SOLUTIONS

The Argo Translation team specially designed and built a custom client portal that would allow IBM team members to access real-time survey results and analysis. The portal also contained in-depth reporting and search functionality which allowed for the monitoring of historical survey information. With the establishment of the interpreter network, Argo Translation and the IBM team can perform hundreds of surveys a year in all 48 languages required.

BENEFITS

Tailored Solutions

The Argo Translation team created a tailored solution for IBM's translation needs, including custom portal development, written translation, and interpretation. Argo Translation built a custom survey and dedicated personnel to execute the surveys, collect the results, and share the information with the IBM team to support a supplier certification program.

Custom Reporting

The IBM team required daily updates on the survey results. Argo Translation rolled the survey results into a custom portal for instant access to current and historical data. All reports could then be exported for further offline analysis.