CASESTUDY: The City of Gainesville

Completing customer support forms, financial assistance forms and Q&A's

Facts

Over 75 different languages
Over 100 different dialects
Document Translation
Certified Legal Translations
Software Localization
Website Translation

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The Overview

The City of Gainesville has many active community members as well as clients they offer their services to. Throughout our structured work flow, we make sure the company's project is completed by the same translator so the work they receive back is consistent and of the high quality that they received on all previous work.

Client Challenge

The client experiences complex challenges when making sure before all projects they are ready to release are regularly available to all of their cliental, no matter what the language is they want to have all of their basics covered so there customer is satisfied in the product they have purchased.

Translation Cloud Solution

Translation Cloud and The City of Gainesville have been working together to meet the translation quality and standards they have grown to expect. Not only the fast turnaround times, reduced cost, and great customer service, they also receive the quality of work they have grown to expect. By ensuring all projects are completed smoothly, on time and no matter what the volume of project the best rates are always offered. We maintain constant contact between the client and the project manager so any questions, changes, or concerns are always immediately addressed and handled in a promptly manner to ensure that the highest level of customer service is always provided.

The Results

Translation Cloud assists The City of Gainesville to get all of their latest and up to date translated documents out to all of their clients interested while offering the languages and services they would require to make the process as simple as possible for each individual company.

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The Features	The Benefits
◦ *Receive documents from the company with the project requirements* ◦ *Receive the multiple target language translation requests* ◦ *Gather the program needed to complete the requested job (InDesign, Excel)*	◦ *Increase in productivity* ◦ *Lower rates* ◦ *Fast Quality Service* ◦ *Constant customer contact* ◦ *Project progress could be tracked* ◦ *Customer Service Representatives available in the USA*

About Us
With over 15 years of experience and consistent dedication to our customers, **Translation Cloud** has become one of the most innovative and reliable translation companies in the industry. We have built our company on the founding principles of quality, integrity, and customer satisfaction, and we continue to live up to those principles today, with over a 99.8% approval rating. We take what we do very seriously. For us, translation is not just about changing words from one language to another. It's about conveying the true meaning of those words, in all its subtleties, so that the translation is inherently adapted to its target audience and localized for demographics, culture, and subject matter. www.translation-services-usa.com

"The Place Where Professional Translation Gets Done