



# **High-Stakes Language Services on Demand from Responsive Translation**



# Responsive to Client and Audience Needs

Our service is designed to provide a great client experience. Our deliverable is designed to help our clients provide a great experience for their clients.

Every translation we do, large or small, is the leading edge of our client's message to the world.

It is our privilege and responsibility to help our clients achieve success in any language.

# About Us

Responsive Translation offers **scalable, quality-focused, technology-based language solutions** so that organizations like yours can serve your stakeholders in just the right way.

Founded three decades ago, Responsive Translation is **an experienced provider** of translation, interpreting and other foreign-language services. We specialize in helping high-compliance organizations to communicate with **cultural competence and linguistic precision in more than 200 languages and dialects.**

Responsive Translation is a **Woman-Owned Small Business** headquartered in Jersey City, New Jersey. We are **certified for ISO 9001:2015**, as well as a Woman-Owned Business (WBE), Disadvantaged Business Enterprise (DBE) and Small Business (SBE).

## **Price Comes First, But Quality Is What Counts in the End**

We use an ISO 9001-certified quality assurance management system to constantly improve the quality of our work.

Proof of successful ISO implementation is our client satisfaction index (NPS score of 98%). We rank first among language service providers globally for client satisfaction, as audited by PRI in 2019.



# Translation and Language Management

Translation is our core competency, the heart and soul of what we do in more than 200 languages and dialects. But our service begins before actual translation starts, and continues after translation is complete.

We take the risks and headaches of language management out of our client's hair, and place it into the hands of experienced linguists, project managers, production specialists and review validators.

The range of services we provide is designed to meet the need for turn-key multilingual solutions so that our clients can concentrate on their business.

We are high touch, working closely with clients to define and meet service goals for high-stakes translation. We call ourselves "Responsive" for a reason...



# Translation

We use a variety of tools and workflows to ensure and control translation quality. All engagements start with construction of the glossary, style guide and translation memory before translation begins. Automation helps translators to meet tight deadlines and quality metrics quickly and consistently.

We measure. As part of our ISO-certified process for continuous quality improvement, we use a proprietary variant of LISA QA Standard 3.1 to develop quality metrics that take the subjectivity out of translation quality assessment.

Translators are then selected based on prior experience, performance and textual analysis of previous work in the subject area to be translated from a pool of over 20,000 qualified linguists.

Review and validation methods differ depending on client requirements, to provide the level of confidence our clients and their regulators demand in the high-stakes translation arenas where we do most of our work.

# Language Management

Good translation is a given, but we are more than a translation service.

Our focus is on fast, efficient delivery customized to each client's specific requirements and the needs of each audience.

We work with our clients to plan workflows and QA processes for comprehensive, custom multilingual communications solutions.

We work with client validators to incorporate their subject matter expertise and linguistic knowledge into our rigorous QA processes, designing validation methodologies so our clients can make the best use of the talents and opinions of all stakeholders.





# A New Way of Working to Order and Manage Translation Easily

Taking advantage of new technology, Responsive Translation offers **enterprise solutions for secure, accurate translation.**

With a dedicated portal on our website or through an API integration, anyone in your organization with the proper authority can order a translation at any time using pre-approved workflows. This provides **lower costs, streamlined administration and shorter turnaround times.**



# Custom Multilingual Solutions

**When it comes to language services, one size does not fit all.**

A growing number of companies have come to rely on Responsive Translation as a trusted advisor, as well as a partner, to take their multilingual efforts to the next level. After carefully listening to their goals, needs and pain points, we design scalable, quality-focused, technology-based language solutions to help complex organizations be more efficient, more accessible and more profitable.

When the time is right, we'd like to know more about your own goals, needs and pain points. That way we can propose a service best suited to your unique and specific requirements.

WE WOULD LOVE TO HEAR  
FROM YOU!

# CONTACT US

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