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NEWS RELEASE

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FOR IMMEDIATE RELEASE

Order situation, cooperation and payment:

flexword is awarded top marks by translators and proofreaders

MANNHEIM, GERMANY – Top marks for teamwork, a high level of satisfaction with payment and a good workload – the international language service provider flexword Translators & Consultants recently conducted a survey to assess overall satisfaction and the results speak for themselves! As part of an anonymised online survey, some 5,000 specialist translators, proofreaders and interpreters from around the world were asked to assess the following three categories: order situation, cooperation with flexword's project management team and remuneration. The results of the survey confirmed that the majority of translators and proofreaders who work for flexword are extremely satisfied. "We are delighted to have received such consistently positive feedback from our colleagues. In this highly competitive market, it is not just important to focus on corporate figures, but also to ensure fairness and transparency vis-à-vis all employees and service providers as, ultimately, this is the only way to guarantee loyalty and a sense of team spirit. We have been very successful in achieving precisely this over the past few years and this survey is an expression of our extremely positive overall development", stressed Goranka Miš-Čak, Managing Director of flexword. The company recently expanded into the USA to further widen its global network comprising around 8,000 highly qualified translators and proofreaders.

The company recorded outstanding results, particularly in terms of its support and consultation services: 84 per cent of translators and proofreaders said they felt either well or very well supported by the flexword team. Communication with the project managers also functions very well. More than 55 per cent of those asked rated communication as good or very good and a further 32 per cent expressed their satisfaction in this category. These positive results are by no means down to chance: over the past few years, flexword has established clear structures to ensure smooth-running cooperation. For example, specially trained project managers are on hand to assist translators and proofreaders when working with CAT tools and also to provide support with any other issues relating to the translation process.

flexword® translators & consultants

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Professional working practices and fair payment serve to boost corporate loyalty

A successful strategy: More than 85 per cent of translators and proofreaders assessed the approach taken by flexword as at least as professional or more so than other language service providers. The company, which is certified to EN ISO 9001, stands out from the competition thanks to its optimised workflows and ongoing improvements and developments as well as its cooperation with translators and interpreters. The results of the survey as regards payment were just as pleasing. Almost 75 per cent of those who participated stated that they received fair or very fair remuneration. Compared to other language service providers, flexword came off very well here too: 72 per cent believe that the company pays a comparable or even significantly higher fee for services than other providers. Therefore, it is hardly surprising that the company can draw from a pool of highly satisfied translators and proofreaders. Some 78 per cent of the survey participants are fundamentally to very satisfied with flexword as a client and more than 90 per cent are looking forward to working together with flexword in the future.

A positive order situation thanks to growth

flexword also scores highly in terms of work orders. The vast majority (78%) of translators and proofreaders asked are either satisfied or very satisfied with the work they are offered. The language service provider produces translations for a range of industrial and business sectors. Be it legal, business, medical, marketing or technical copy, the company is sent the most diverse texts on a daily basis. Translators value this wide range of work in particular. The overall order situation is stable and the translators and proofreaders questioned were pleased with the volume of work they received. The company goes to great lengths to maintain the balance between the increase in orders and ensuring sufficient capacity. "We offer our customers the very highest quality standards, rapid reaction times and continuous availability. A certain degree of flexible capacity is essential in order to react spontaneously, in the case, for example, of overnight and standby services and to offer a fail-proof and high-performance network", explained Goranka Miš-Čak. The Mannheim-based company, which adheres strictly to the "native speaker principle", has recently expanded into the USA in order to further optimise its customer services. With its new site in Jacksonville (Florida), flexword now not only offers geographical proximity to American customers, but has also increased its core office hours to guarantee availability until late into the night. This, on the one hand, presents new possibilities for targeting customers and, on the other hand, will bolster our order situation in the future.



ABOUT FLEXWORD:

flexword Translators & Consultants is a full-service language service provider company headquartered in Mannheim, Germany with offices located in the USA, Great Britain and Serbia. Since 1992, **flexword Translators & Consultants** serves all industries and translates all languages. **flexword Translators & Consultants** is certified with EN 15038 for translation services and EN ISO 9001 certified for quality management.

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