

**A record-breaking 2017:
flexword recorded a record turnover in 2017 and thanks to the US tax
reforms is planning numerous investments for 2018**

(Mannheim/Jacksonville, January 2018) In 2017 the international language service provider flexword Translators & Consultants, with its head office in Mannheim, Germany and further sites in Great Britain, the USA and Serbia, was able to far exceed its ambitious goal of a 30% increase in turnover. With an increase in turnover of 41%, 2017 marked a record year for the company, which has now been operating in the highly competitive language services market for more than 25 years. "We have been laying the foundations for a record-breaking 2017 since 2016: We have expanded and optimised our structures in all areas, invested in manpower and IT infrastructure and have even created calculated excess capacities. These efforts have been rewarded with sustainable growth which outstripped our target figures", outlined the company's Managing Director Goranka Miš-Čak.

Greater capacities and uncompromising quality assurance

Thanks to the targeted increase in project management capacity and the development of expert teams for all key business and industry fields, we have been able to not just achieve, but far exceed our goals. The around 5,000 translators, proofreaders and interpreters specialising in legal and business translations, technical translations, life sciences and medical technology ensure we can offer vital flexible capacities which, in turn, enable the company to achieve the perfect balance between an ever-growing order book and sufficient capacity. The company successfully handled the increased project volume which became evident within the first six months of the year while, at the same time, increasing the strict quality standards which have been in place at flexword for many years now. Once again this year, the company underwent the annual audit conducted by SGS / TÜV Saar and was rewarded with re-certification to ISO 9001 for quality management systems and ISO 17100 for translation services.

A promising outlook for 2018

The company will use this upswing from 2017's record-breaking results to further consolidate its continuous growth and expand its sites in the UK and USA. flexword is set to reassess the planned investments for 2018 in light of the anticipated positive impact of the US tax reforms on the results of the site in Jacksonville, USA. "We intend to invest all the tax savings resulting from the US tax reforms as of 2018 into the further expansion of our operations in Jacksonville, Florida", explained Werner Arnautović, Managing Director of the US-based company flexword Inc.

About flexword Translators & Consultants:

flexword Translators & Consultants, whose head office is in Mannheim, Baden-Württemberg, is one of Germany's leading professional language service providers. Its Managing Director, Goranka Miš-Čak, is a qualified translator, who founded the company in 1992. From very small to large-scale projects, from single-language to multilingual, from long-term projects to express and overnight translations: over 1,000 clients from a wide variety of industries choose flexword as their full service provider based on its core expertise in the translation services sector. The company was one of the very first translation service providers to be certified to ISO 17100. That puts flexword at the forefront of high-quality language service providers. Baden-Württemberg's largest translation service provider, which is also a member of the British Chamber of Commerce and a training company of the Rhein-Neckar Chamber of Industry and Commerce, employs a total of 35 permanent staff members and boasts a global network comprising some 8,000 highly qualified translators and proofreaders from around the world. As such, flexword can provide translations exclusively from qualified mother-tongue specialists with many years of professional experience. For over 25 years, flexword has been synonymous with top-quality translations, completing all assignments on time and with skill, while demonstrating flexibility and focusing on the customer's needs.

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