

CASE STUDY



LanguageLine helped a global HR software company satisfy their international customer base with expert localisation.

LanguageLine
Solutions®



Helping a HR Solutions Provider on a Global Scale

ADP is a global provider of cloud-based Human Capital Management (HCM) solutions that unite HR, payroll, talent, performance, time, tax and benefits administration. Established in 1965, ADP is a leader in business outsourcing services, analytics and compliance expertise, and works with over 80% of Fortune 500 companies. As the largest provider of HR services in North America, Europe, Latin America, and the Pacific Rim, ADP now operates in over 40 countries worldwide.



The Challenge

- Software localisation
- Technical terminology
- Quick turnaround

As ADP were expanding into new markets abroad with the iHCM EMEA product, it was essential for the company to localise their software and supporting documentation in order for all local teams to fully engage with the system. It was always ADP's intention to market a multi-national product, but without translation, this simply would not have been possible. It became quickly apparent that translations into a select few appropriate languages was becoming more and more necessary.

ADP went out to tender for a new translation provider, and LanguageLine Solutions came out on top, due to their in-depth understanding of technical software localisation, as well as their competitive rates. When scored against other language service providers, LanguageLine Solutions came out on top by a significant margin.

How We Helped

- Flexible approach
- Dedicated team
- Translation into 4 key languages

LanguageLine Solutions quickly helped localise ADP's iHCM EMEA product into German, Dutch, French and later Italian. ADP can now market their product overseas with maximum impact.

LanguageLine Solutions and ADP established a commercial agreement, allowing for a greater level of flexibility, and a generous rebate scheme based upon the volume of translations produced. By working together on a regular basis, providing translations for ADP's agile software development cycles and remaining in close contact throughout the year, LanguageLine Solutions have an in-depth understanding of ADP's business requirements, and are able to meet these, thanks to a flexible way of working.

LanguageLine Solutions also implemented a dedicated project management team, who are on hand to support ADP's tactical and strategic objectives.

The Result

ADP's clients have come to expect localised software as standard, so with the help of LanguageLine Solutions, ADP are able to maintain a large pool of satisfied customers. ADP are now successfully marketing their product in Germany, the Netherlands and the UK, with a roadmap for further expansion into other EMEA markets.



“LanguageLine Solutions has been providing our translation services for several years and has always proved themselves to be a professional, reliable and competitively priced company, who are a pleasure to work with. It has also been a great help to have a dedicated Project Manager who understands our translation processes and needs.”

Let's Talk Solutions

Discover the many additional ways LanguageLine can help turn your biggest language challenges into growth opportunities with industry-leading services.

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