



**TransLOCAL Translation Services**

**case study**

## Getting the Words Right: TransLOCAL Enables Multinational Committee to Achieve Long Sought Success

It was the 4<sup>th</sup> time in two months that a crucial deadline for court documents was missed because of translation problems. Anka Milac, documentation manager for the Croatian Restitution Committee, was at a loss for words.

“Getting the words right is essential in the work we are doing,” says Ms. Milac. “In applying for government restitution for private property that was unfairly appropriated by former local governments, we need a lot of documentary evidence. This involves a wide range of translation into many different languages, for many different court bodies, many of them international.”

### The Courts Kept Sending Our Documents Back

“We have staff translators, who are by and large talented,” Milac continues. “But the courts kept sending the documents back for clarification! They didn’t “get” what our translators were translating into their language!

And our cases were being delayed or dismissed.  
This couldn’t go on.

### The Core of the Problem – the Wrong Translators

Milac stopped all the other work she was doing. No meetings, no court appearances, nothing else – until she could figure out the core of the problem. She locked herself in her office, and reviewed all the documents that were causing the delays.

### CROATIAN RESTITUTION COMMITTEE

***Problem:***

Translations by non-native speakers were causing confusion, lags in processing of documentation and losses in crucial court cases.

***Solution:***

TransLOCAL Translation Services, providing translations into the local language exclusively by native speakers

***Results:***

- Dramatic reduction in requests for clarification (97% less over 4 month period)
- 30% increase in speed of document processing
- 40% rise in courtroom success

The committee had documents for American agencies in English. For British agencies in English. For German agencies in German. For Spanish, for French... all done by their local staff. And all sent back by them with additional questions, requests for clarifications, request for documentation followup... What was it about these translations?

“And then it hit me, Milac says. “They were all done by us. By our Croatian staff. Perhaps we just weren’t getting the gist of the language the way a local speaker of the language would?”

### The Answer? – Translation Native to the Country and the Language

So Milac decided to take another approach. Professional translation. But not just any translation service. She insisted that the translators be local to the country the documents were destined for. American English by Americans. British English by British translators. German by Germans.

A good idea, she thought, but, with a limited budget, how to find so many translators? She went online. She found many different translation services...

But then one service in particular caught her eye.

“I decided to try TransLOCAL because of one thing they promised that really spoke to me – Our translators are all native to the languages they translate, and to the country the document is destined for.”

This was exactly what we needed. Exactly what we were looking for.

Milac stopped the efforts of her translators, and directed them to other tasks. She then got TransLOCAL to jump in for the documentation.

“I was nervous at first,” says Milac. “The documentation is crucial to our efforts. And here we were, handing it over, in essence, giving up control. And, yes there were some bruised egos in our local office. But this had to work...”

### TransLOCAL: Smooth Transition, Immediate Results

“And then,” Milac continues, “something quite amazing happened. With TransLOCAL on board, almost immediately, we stopped having to worry about the translation – it went that well!”

A translation manager handled all the organization. The translations came back to use consistently ahead of deadlines. The process was incredibly smooth. We then forwarded those documents to their respective government agencies...

And, unbelievably, the delays just stopped!

*“It was amazing. Once we started using TransLOCAL translation service, the complaints about our translations just stopped. Ceased. Organizations in different countries understood what we were trying to say!”*

**Anka Milac**  
Documentation Manager,  
Croatian Restitution  
Committee

- No more red penciled “requests for clarification”
- No more “what does this term imply”
- No more “please update...”

“No more delays. No more problems due to translation. The local translators from TransLOCAL got it right!”

### TransLOCAL Made the Difference

“Just look at these numbers, Milac beams. “Over 4 months of using TransLOCAL services, our requests for clarification have gone down 97%! The speed of our documentation processing has risen 30%. And, here’s the most important bottom line – with TransLOCAL we are winning 40% more of our court cases.”

Is she satisfied with TransLOCAL? “My goodness, yes!” Milac exclaims. “Now I’m looking up how to say ‘fantastic’ in as many languages as I can. “

*“And here’s the most important bottom line -*

*With TransLOCAL we are winning 40% more of our court cases!”*

**Anka Milac**  
Documentation Manager,  
Croatian Restitution  
Committee

#### About TransLOCAL:



*TransLOCAL Translation Services is extremely effective in making translations understood. How? All their translators are native to the destination language, and to the destination country for the document. They work efficiently, rapidly, and most of all, successfully at getting the translation job done right.*

For Additional Information:  
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