



Case Study - Ishida Europe

Ishida is head quartered in Japan, and provides weighing and packing equipment and expertise for thousands of applications, mainly centred on the food industry. Their customers range from major multinationals and nationals to start-up companies. Most of the world's top 10 food manufacturers have Ishida equipment and Ishida has an installed base of over 93,000 machines.

Ishida Europe works with wholly-owned sales and service offices in 9 countries and committed, highly-trained agents and distributors in a further 30 countries. To provide the best service to their large and varied client base, Ishida Europe needs translations into many different languages. Accuracy and speed of turnaround are key requirements for them.

Rebecca Mangan, Legal Advisor at Ishida Europe, is responsible for sourcing translations.

Before working with Accutranslate:

“Prior to working with Accutranslate, Ishida Europe had various issues sourcing accurate legal translations in the time period required”, explains Rebecca Mangan.

“ The nature of Ishida’s business means that we usually need documents translated quickly with very short notice periods and Accutranslate have been exceptional in facilitating this service. As the documents are of a legal nature, attention to detail is just as important as efficiency and Ishida have always been impressed with the quality of work provided”.

How Ishida began to work with Accutranslate:

Before starting to work with Accutranslate Ishida Europe researched a number of providers and requested quotes for different projects. They also received translations from other providers to assess the level of quality available.

Rebecca Mangan says “Accutranslate consistently came back with the most efficient and best value quotes, with the level of quality translations required”.

Ishida’s view of Accutranslate’s process and translations:

Ishida Europe are particularly pleased with Accutranslate’s appreciation of the importance of timely delivery of translations. “Communication is exceptional and I usually receive quotes for a job on the same day as I have requested them. The price and time for translation is always communicated upfront, and more often than not, the translation is returned to me before the expected date which helps us out no end with our own customers. The quality of the translation is always at the level expected and the work is always received well by our international offices”.

How Accutranslate has helped Ishida Europe’s team:

Confidence in Accutranslate’s quality of work and on-time delivery is important to Ishida Europe: “The benefit for Ishida in utilising Accutranslate services is that I am sure in the knowledge that the job will be completed within the time period stated and at a high standard. I never need to worry

about work being late or not arriving. This allows me to provide our own customers with accurate time periods for Ishida's response as I can factor in exactly when I will receive the translation and how long it will take the legal department to assess the work. As quotes are always provided on the same day, decision making has become more efficient and streamlined".

How this has helped Ishida Europe's clients:

The quick and accurate translations provided by Accutranslate have also helped Ishida Europe develop better relations with their clients: "Accutranslate's work has allowed us to improve our overall relationship with customers as we can review overseas contracts more efficiently and with increased confidence".

How Ishida Europe sees the relationship with Accutranslate going forward:

Rebecca Mangan says: "I believe the relationship between Ishida and Accutranslate will continue to grow and improve in the future. We will continue to request quotes for the large number of languages that we deal with on a daily basis and as the number of contracts we receive from overseas increases, so too will the level of business between Ishida and Accutranslate".