



Technical Translation Made Easy A DuraVent Case Study



“Commit Global made the “commitment” to M&G DuraVent to provide an accurate and timely product and they fulfilled that commitment without fail. We highly recommend them for any company looking to reach the next level of international customer support for their business. ”

DuraVent, Marketing Manager

The Challenge

DuraVent, a global innovator in the venting industry, was challenged with finding a qualified provider for localizing technical catalog content into French for their Canadian operations. In past experiences working with translation companies, they found their providers were not suited to provide high quality translation of technical material for the industrial industry.

“We had initial concerns about the accuracy of the translation and asked several questions in relation to Commit’s process.”

DuraVent, Marketing Manager

Because of their experience with poor quality translations, their team made sure Commit Global was the right fit for the project.

- ✓ HVAC TECHNICAL EXPERTISE
- ✓ QUICK TURNAROUND TIME
- ✓ DEDICATED PROJECT MANAGEMENT TEAM
- ✓ IN COUNTRY TRANSLATORS

The Solution

Proactive Communication

Created open lines of communication with all Project stakeholders:

- ✓ DuraVent Project Managers
- ✓ Commit Project Managers, Operations Managers, Linguists, and Business Development Personnel

Effective Time Management across multiple countries

- ✓ Successfully managed three time zones under a tight production schedule
- ✓ Facilitated queries and implemented preferred content on linguistics, formatting and editing

The Outcome

Commit Global met customer timelines by delicately and effectively managing the translation process. Through listening to client needs, the project was easily and efficiently managed. Commit Global provided a complete catalog in French for Canada that passed DuraVent's internal review with zero discrepancies.

Client Feedback:

"We had a great experience with Commit Global throughout the translation process of our English to French Canadian catalog... Everyone was very helpful, patient, and communicative. Their team of experts not only checked-in with us frequently to ensure they understood our needs, but also to update us on the progress."

-Annette Bauer, Marketing Manager

DuraVent
Member of  M&G Group