



## Sajan Translator Management System (STMS)

The Sajan Translator Management System (STMS) is an on-demand linguist management system that Sajan built specifically for translators. STMS was built as an extension to GCMS, our on-demand language translation platform, and enables Sajan to rapidly search, find, qualify, and evaluate the linguists necessary for our clients. Like GCMS, the technology for STMS is also offered for free – to clients and linguists alike- with no software to install.

Since quality translations are the heart of any LSP offering, Sajan saw an opportunity to improve and evolve our on-demand language translation platform to better ensure consistent quality using a more holistic approach. Being a technology innovator allows Sajan to leverage technology to improve upon the selection & quality tracking of linguists. Linguist selection has proved to be overlooked in language service solutions, and Sajan has now built a tool that helps to manage translations not just from the set-up of a project – but at the initial set up of a client for the first time. Sajan's STMS helps to find linguists who are the right fit for clients so that they can be designated team members and provide all translations for that client, eliminating the need to filter and qualify at the beginning of each project like most LSP's still do. Qualifying linguists with our clients during the initial selection process greatly speeds turnaround time and reduces incidents of dissatisfaction on all levels later on in the process.

*Sajan's STMS is  
the only  
on-demand  
linguist  
management  
system*





## Sajan Translator Management System (STMS) cont.

STMS users can set up & maintain their own profiles – consisting of resumes, work history, language pairs, software and hardware capabilities etc. Linguists must meet certain criteria before they are admitted into STMS – making them available as potential team members to Sajan clients. This is done through a series of automated ISO certified ranking and rating processes, in which Sajan can measure expertise, breadth of knowledge, and years of experience, in order to meet the very stringent minimum requirements necessary to become a Sajan linguist. STMS automates filtering, qualifying and sampling the work of in-country linguists and subject matter experts, so we find the linguist that best serves client's needs for the long term.

Since STMS also ties directly into our GCMS system, it is also tied to continual improvement through Sajan's Total Quality Management System (TQM). Through Sajan's TQM system, tracking of both process and translation quality is constant. This quality rating is made up of the individual linguists' performance including: turnaround times, stylistic preferences, consistency, change percentage & reasons for those modifications, meeting of deadlines, and fulfillment of availability agreements. STMS allows Sajan to run reports at any time on how a translator is performing.

With STMS, GCMS and Sajan's TQM system, we truly offer the one and only on-demand language translation management solution.

For more information on Sajan's on-demand translation management solution, please contact us at:

solutions@sajan.com or  
715-426-9505

*STMS is offered as part of our platform translation solution – to clients and linguists alike – with no software to install.*

**www.sajan.com**

