

STAR Servicios Lingüísticos launches new client portal

More information and greater transparency through the new client portal at STAR Servicios Lingüísticos.

STAR Servicios Lingüísticos, the Barcelona based Spanish branch of the STAR Group, has opened its new client portal as part of its Translation Management System. The portal allows clients direct access to the powerful management tool that STAR uses to perform its services. On the portal, clients can check the status of their requests for quotation and on-going projects, view invoices and also contact their project manager directly.

Due to the need and obligation to translate for multiple markets, companies who export can find themselves with high costs for translation. In many cases, requests for translation come from a diverse range of departments, such as Management, Marketing, After-Sales Service, Training, Technical Product Documentation, etc. For this reason, many companies have no control over the true cost of translation to the organization as a whole.

STAR Servicios Lingüísticos' new portal solves this problem because clients can use it to access the key performance indicators that they themselves have defined. The portal provides an overview of total costs for services, including translation, DTP, interpretation etc., as well as allowing analysis of order patterns; document type, language combinations, ordering department and volumes for translation are all easily visible.

The portal allows direct communication between the client and STAR Servicios Lingüísticos' Project Manager, by means of a task management application. All communication is recorded and linked to the project, rather than being stored in mailboxes. This functionality increases the transparency and traceability of all projects: two important factors for quality customer service.

About STAR Servicios Lingüísticos

STAR Servicios Lingüísticos was founded in Barcelona in 1999. It is part of the [STAR](#) Group, which was founded in Switzerland in 1984. The group currently has 44 offices worldwide and more than 800 employees. The Spanish branch of the group, a leading company in translation services and in the development of linguistic technology, has experienced continuous growth since its foundation and its clients include prestigious brands such as BMW, Bosch, BSH, Bulgari, Cartier, Leica, Konica Minolta, Lidl, Peugeot, Renault, Roche, Siemens, Toyota and Volkswagen. The key to Star's success is its capacity to provide its clients with high quality economical solutions for international communication. STAR is certified according to ISO 9001-2008 and DIN EN 15038.