



Lingotek Inside Solution Sheet for Jive Customer Service Solution

Most international companies need to translate their content to successfully manage **global expansion** but are hobbled by the complexities that are inherent to the translation process. Companies that fail to recognize the challenges before translation begins end up with **never-ending translation** projects or, even worse, translations which lack the professional polish to see the light of day.

The Customer Challenge

- Volume of technical information is doubling every year
 - 9 - 10 EU users prefer to visit a site in their own language¹
 - 42% of EU users would never buy a product in a language that is not their own¹
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Lingotek and Jive

- Increase customer satisfaction by presenting documentation and answers in your customer's language
- Decrease community costs by building one customer community that is localized and internationalized
- Better support and enable your international partners and customer service employees by translating training and product documentation
- Expand your presence into new languages which were previously cost prohibitive



Features

- Get instant access to translate content into hundreds of different languages
- Support for dynamic content that is constantly changed or being added to
- Lingotek is a featured Jive Apps partner within the Jive Customer Service solution
- Lingotek is available in the Jive Apps Market
- Lingotek increases customer satisfaction while lowering the cost to service through rapid and reliable translation

Why Lingotek

- We allow you to *save money* and *streamline* your translation and localization process
- We have hundreds of very *satisfied customers*
- We offer very *high quality* services and are *very responsive*
- "This platform is very *easy to use*, very *effective*, a *time-saver*, and a symbol of collective efforts in translation"
- "*It is working like a charm*"

More Information Please Visit
<http://www.lingotek.com/jive>
<http://www.jivesoftware.com>

How to Contact Lingotek

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