# 18-Year Cooperation Between Waters and EC Innovations

Waters has been in the analytical instrument market since 1958, and is one of the most successful players in the industry worldwide. With its expertise in software development in the field of life sciences and extensive after-sales support, Waters has supported outstanding scientists globally for more than 60 years in accomplishing experiments in their respective domains, providing its customers with safe, effective, and reliable products and services.

- **18-year cooperation between ECI and Waters**
- **Overall translation track record of about 70 million words**
- **Preferred Asian languages service provider**
- **Workflow automation solutions**
- **Efficient language service provider management solutions**

## Challenges

Waters mainly works with professional testing laboratories, clinical research institutes, and qualified hospitals in the life sciences field. The analytical instruments it makes, and the detection technologies it has developed for food, pharmaceutical, and environmental sectors have made their way into our health monitoring activities and daily lives on a global scale. In order to meet the stringent accuracy requirements in the life sciences and enable its products to be registered in and exported to various countries at the scheduled time, translation quality and delivery speed are the most important factors that influence Waters' choice of language service providers (LSPs).

# COOPERATION

SUCCESS STORY

## 2002

### Quality Translations and Technical Excellence Made ECI a Waters Partner

In 2002, Waters chose ECI as its Chinese translation and localization provider following a strict LSP selection process.
ECI has a philosophy of "providing the utmost quality service to our clients," and has always maintained its two-pronged approach of quality translations and technological innovation. To provide Waters with precise translations on a continuing basis, ECI shortlisted native-speaking translators trained in life sciences and put in place an internationally recognized quality assurance workflow. ECI also has mature R&D and engineering capabilities to address various potential technical challenges and bottlenecks during Waters' product localization process.

## 2008

### Becoming Waters' Preferred Asian Languages Service Provider

Since 2008, having gained the trust of Waters on a deeper level through continuing high-quality translations and technical solutions, ECI has been the analytical instrument maker's two-way translation provider for English and Asian languages such as Japanese, Korean, and Thai.
As Waters moved into more markets and the quantity of multilingual translation projects skyrocketed to overwhelm its project managers, the client was in urgent need of efficient multilingual translation project management and language service provider (LSP) management solutions. To meet this need, ECI integrated Water's CMS, WCMS, TMS, and VMS, enabling automation of project workflows and efficient LSP management, which solved the client's pressing needs.

## 2012

### ECI Has Become an Instrumental Part of Waters' Globalization Strategy

With further cooperation in 2012, Waters' headquarters invited ECI to send a senior project manager to its localization department for long-term onsite collaboration. With this direct channel of communication with the client, ECI could better support them in resolving issues encountered during the translation workflow, and provide recommendations to optimize its global language project management workflow.
Waters has now been involving ECI in its globalization strategy. This includes the aspects of localization strategy formulation at the software development stage, localization workflow design and management prior to software release, as well as quality control across markets. With more than 20 years of experience in the localization industry, ECI delivers high-quality translations according to stringent timelines specified by the client and has provided the client with automation solutions and solutions for updating and maintaining its language assets systematically.

SUCCESS STORY

**Providing Waters with In-House Consulting Services**

As one of Waters' key global language service providers, to meet the client's needs, ECI provides specialized consulting services for its localization project managers and quality assurance teams of its global subsidiaries, undertaking internal communications across languages and cultures within the Waters group, and providing workflow design, quality control, and QA support to some of its European and Asian languages providers.

**2017**

# SOLUTIONS

**ECI's Edge in Life Sciences Localization:**

A qualified, working life sciences project team was formed, comprising designated project members, who would provide translation and localization services for each of Waters' product lines, to ensure consistent translations.

Native language-speaking translators with specialized background knowledge and industry experience in the field were designated for Waters, to ensure the translations would comply with local language and cultures, as well as laws and regulations.

A professional customized solution for managing project workflow incorporated with multi-dimensional quality control to ensure that translation accuracy and specialist terminology are in line with the client's requirements.

The internally-developed Translation Business Management System (TBMS) helped reduce labor management costs for Waters.

With proven R&D and engineering capabilities, ECI empowered the client with technical support for management system integration and development of software for Computer Aided Translation and Machine Translation, automated format conversion, automated document processing, and the like. These innovative solutions helped Waters to optimize localization efficiency and cost by around 15% to 20%.

ECI used technology to resolve various issues faced by Waters, such as difficulties in importing European language translations back into the client's CMS, and tedious management of multilingual and cross-thread projects, ensuring smooth implementation of the localization workflow.

# SUCCESS STORY

## TESTIMONIALS

"EC has been working with us for over 10 years. It is amazing how their service can be so consistent and constant with such demanding timelines and quality requirements. Since EC has fewer layers in their decision-making processes, and the project managers have relevant industry background for Waters, we were more easily able to achieve our goal of sim-ship and quality improvement. When EC's project managers say, 'Don't worry,' I don't."

**—Senior Localization Project Manager, Waters**

## ABOUT **EC INNOVATIONS**

Having accumulated over 20 years of experience, ECI has gained a competitive edge in translation productivity, technology accumulation, quality control, and overall efficiency in the life sciences field. In addition to providing professional translation services, we also provide advanced localization technology solutions to maximize translation and localization efficiency and achieve automated project management.

To date, ECI has achieved ISO 13485:2016, ISO 9001:2015, ISO 27001:2013 and ISO 17100:2015 certifications. We have set up 8 strategic offices around the world and operating divisions in Asia, Europe, and North America, offering full localization support into 120+ languages and 260 locales.

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