



## Case Study

### Translation/interpreting service agencies

A significant proportion of KLI's business is provided by translation agencies. They benefit from access to Europe's largest in-house team of Chinese interpreters. We offer agencies a flexible and reliable service that guarantees quality and reduces their administration. Over the years, we have proven to be a reliable and trustworthy partner.



## Partners, not competitors

### **CT** (ABBREVIATED FOR CONFIDENTIALITY)

CT is a multi-language agency based in Ireland. KLI provided interpreting services to their customers for the first time in 2006. At one point a leading Irish government agency that had already benefited from our services contacted us directly about an upcoming event. We told them (diplomatically) about our supplier relationship with CT and our commitment to non-competition with agencies that hire us. The round of communication that followed ensured a satisfactory outcome for all three parties. We continued to be a reliable supplier to CT thereafter. CT maintained its relationship with its customers who continued to benefit from our premium quality interpreting.

---

## Referral model

### **CCT** (ABBREVIATED FOR CONFIDENTIALITY)

CCT is a travel agency based in London. A significant part of its business is from Chinese organisations coming to the UK on business visits. We have a referral agreement with CCT whereby we pay them a fee for every customer they refer to us. The arrangement has been in place for several years. We always keep CCT informed of the whole business process from initial customer enquiry to the delivery of our interpreting service, and we settle their invoices promptly. Thanks to this cooperation model CCT has enhanced the range of services it offers to its customers.

---

## True to our word

### **CB** (ABBREVIATED FOR CONFIDENTIALITY)

CB is an interpreting service bureau based in Germany. They have been using our Chinese interpreters for nearly ten years. During this period, we have supported events held in Germany and worked closely with a range of German companies from BMW to SAP. At no time have we left our own contact details with the event hosts. Whenever satisfied customers ask for our business card, we say we would be pleased to be of service, but then refer them to CB. The relationship between CB and us is based on trust with no written undertaking on non-competition being necessary. We always keep our word.