

## CASE STUDY



### Techwave

Techwave established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

## App Development Support for Global Leader in Enterprise Translation and Interpretation Services

### About Client

The client has been the world leader in interpreting and translation solutions for over 40 years, supporting governments, global brands, and local communities with their language service needs. The company has a reputation for providing specialized solutions with unmatched quality, dependability, and customer service.

The platform provides Language Interpretation, Translation, and Localization services to help trade anytime, anywhere. It supports 250+ languages supported, 15,000 native-speaking linguists, sector-specific expertise and project managers, and International School of Linguists (ISL) trained professionals. With years of experience in providing highly-skilled interpreters and ranking #4 in Europe and #1 worldwide for interpreting services.

### Executive Overview

Techwave, as an enterprise digital service provider, offered its assistance to the client by providing services that enable the organization's business to remain competitive and deliver value to customers in an increasingly digital industry. Before partnering with Techwave, the client was searching for a service provider to support their existing platform with a cloud-based language translation service.

Techwave understood the challenges faced by the client and utilized its expertise as a hybrid cloud service provider to re-engineer the platform using a cloud-native and micro service-driven architecture, resulting in a robust, stable, and reliable transformation solution. This success was made possible through integrating with Microsoft NMT Services, which provided access to better and more innovative technology. With the help of Techwave's strategy and methodologies, we have been able to build -



Automated Release  
Management on Azure  
DevOps (CI/CD)



Migrated existing  
ecosystem to Azure  
cloud, after thorough  
analysis



Built Word Synk a unified  
language platform

## Client Challenges

# 01

The client faced significant challenges related to **On-premises servers**, which were difficult to manage as it requires dedicated resources to maintain and manage the hardware, software, and network infrastructure

# 02

The platform includes a couple of legacy systems that need to retire, which can pose risks to the overall **stability and security of the system**. Additionally, these legacy systems require specific skill sets which were making it harder to maintain them

# 03

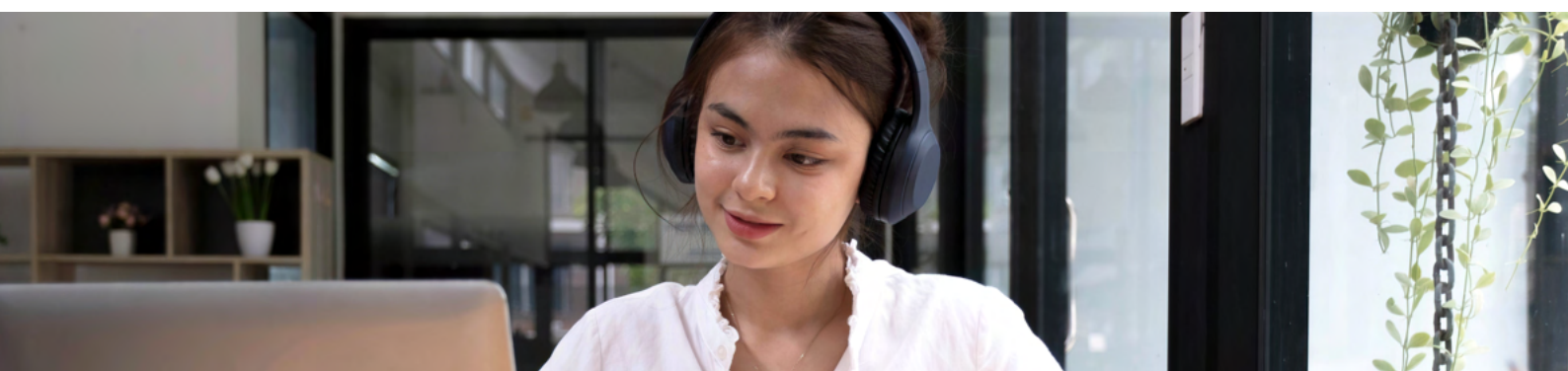
The existing platform does not support cloud providers **Language Translation Services**, which limits the platform's ability to cater to a global audience and offer multilingual support

# 04

The existing platform does not support the **Software as a Service (SaaS) model**, which makes it harder to scale the platform as per the changing demands of the business. Additionally, the lack of support for SaaS limits the platform's ability to offer flexible pricing options to its customers

# 05

The platform was based on Monolithic Architecture, in which components are tightly coupled and interdependent, making extending the platform's functionality challenging. It was harder to maintain and scale the platform as it grows



## Techwave Strategy and Solutions

Techwave effectively utilized its strategy and solution to deliver an impactful version of business change by embracing the following in order to help the customer overcome all of these challenges:

**Data Center:** Based on the transformation roadmap, we have optimized the data center and prepared it for migration to the Azure cloud after consulting with other data centers.

**Cloud-native and Microservices architecture:** We developed a re-engineered platform that offers a reliable and stable transformation solution. This approach allowed us to create a robust and dependable system that handles a variety of tasks and operations efficiently.

**On-demand scaling:** The integration with Microsoft NMT services allows the client for on-demand scaling of resources, both up and down, ensuring optimal utilization of hardware resources.

**Faster time to market:** With access to better and innovative technology adopted by Techwave, integrating Microsoft NMT services enables a faster time to market for products and services for the client.

**Access to better and innovative technology:** Through the utilization of Techwave services, clients can create products and solutions for their businesses with access to cutting-edge technology.

**Higher reliability:** Higher reliability is achieved through the use of Techwave domain expertise and services, which also significantly lowered the cost of operations and maintenance of the system.

**Incorporating AI:** The incorporation of AI enhances current features, provided users with more personalized and advanced functionality.

**Better user experience:** The adoption of Microsoft NMT services enhances user experience on desktop and mobile devices by giving users a seamless and simple experience.

**Easily configurable and highly connected:** The Techwave methodology and strategy provided easy configurability and connectivity with other systems through APIs and connectors, enabling seamless integration with other systems and applications.

## Business Outcomes

1. Enabled seamless communication across languages
2. Helped businesses to expand globally and connect with customers in their native language
3. Highly responsive and accessible on any device
4. Cloud-native infrastructure on Microsoft Azure
5. Scalable, reliable, and secure platform for clients
6. Enhanced user experience
7. Enables access to services on-the-go

8. Ensures continuous integration and delivery
9. Built **Word Synk** a Unified language platform
10. Enabled effective communication with the target audience in any language
11. Ensured high availability and horizontal scalability
12. Provided a seamless experience for users
13. Commitment to 100% on-time delivery
14. Ensured the highest quality service at all times





## Why Choose Techwave?

Techwave offers a platform-led approach to digital product development, with a focus on human-centered design and visually appealing products that enhance user engagement and satisfaction, leading to improved business outcomes. The use of an API-first strategy, microservices-based architecture, and composable applications made up of reusable modules enables businesses to innovate quickly and stay ahead of the competition, while DevOps-driven processes, insights-infused technology, and cloud-scale infrastructure make digital products easy to manage and maintain, reducing costs and improving reliability and performance.

Techwave also prioritizes security and compliance when integrating multiple systems and delivering business services, ensuring that digital products are secure and comply with all relevant regulations, protecting both the business and its customers. Overall, Techwave is an excellent choice for businesses seeking a partner for their digital product development needs, offering user-friendly products, rapid innovation capabilities, easy maintenance, and robust security and compliance.



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