

CASE STUDY: Royal Bank of Canada

When millions (of words) are on the line

When the fifth largest wealth management institution in the world, Royal Bank of Canada (RBC), required a translation partner to help them bring their weekly, monthly and annual financial market reports to a global audience they chose Translation By Design (TBD). Since 2011 RBC has trusted TBD to deliver accurate translations on tight deadlines.

The partnership at a glance

Royal Bank of Canada

1000+ projects since 2011

8 million+ words translated

Rush projects in 4 Languages Weekly

100% on-time delivery of weekend projects, *every weekend*, for over 3 years

Languages: Chinese, French, Spanish, German, Arabic, Russian, Portuguese, Japanese and more...



2-Day Projects Every Weekend and More

Their Challenge



RBC Wealth Management publishes many significant reports that require translation in order to reach high net worth investors around the globe. These include the annual World Wealth Report published in partnership with Capgemini, The Asia Pacific Wealth Report, The Global Insight Monthly, and many others.

Their most challenging assignment, the Global Insight Weekly Report, arrives at COB on Friday and requires our global team to be on their toes to ensure RBC receives the report in four languages, totaling 12,000 words, with DTP, editing and proofing in just 2 days, by Sunday evening.

TBD Advantage

RBC is able to leverage the expertise and technological advantages offered by TBD; A global team of translators, typesetters, editors, project managers and technologists; A secure ecosystem for sensitive financial report data; MemoQ translation management platform, translation memories and terminology database; A highly responsive team that is available seven days a week.

Our Solution

TBD's President took on the project, personally overseeing the development of a global team of translators specifically for RBC. Each translator was rigorously tested for the appropriate experience in their language pair and in the financial industry (which has a language all its own).

Once the language teams were assembled for Chinese, French, Spanish, German, Arabic, Russian, and Portuguese the TBD team worked with RBC to create a style guide for all of their reports along with a detailed workflow, technology and security management process.

FTP and password protected client portal was established to ensure RBC's proprietary financial report data is secure.

MemoQ translation management platform was deployed to manage the volume of reports and global translation teams.

The result is a track record of 100% on-time delivery of more than 1000 financial reports and other documents since 2011.

Client Feedback

"We are truly thankful for the Translation by Design team and the great service, support and input they have provided RBC over the past several years. They stepped in at a time when we needed quality translation services for a global audience and TBD delivered with great quality and have always met agreed upon timelines."

-Colin McDarmont - Sr Manager, Business Initiatives, Marketing and Strategy at RBC Wealth Management