

MCELROYHUB: MCELROY'S VENDOR PORTAL

The Right Person for the Right Job at the Right Time

McElroy Translation began developing its streamlined work community for translators in 2007. Today, McElroy's proprietary vendor management tool, McElroyHUB, assigns over 95% of our translations to the appropriate vendors based on language, locale, and subject matter expertise.

McElroyHUB addresses vendor qualification and task assignment, while also assisting the Project Management Office (PMO) in cultivating and maintaining relationships with vendors. Translators are able to log in to their own personal page which contains their profile, message center, availability calendar, job history, and McElroyHUB's latest updates. Through their page, translators are able to upload and keep track of invoices. McElroy thus continues its prompt payment record of the last 40+ years, paying translators on the first and fifteenth of every month – a guarantee that translators can track through their personal McElroyHUB page.

VENDOR QUALIFICATION

Vendor qualification ensures that the right person is assigned for each job. When a prospective translator joins McElroyHUB.com, he or she is required to fill out an online profile, indicating all language pairs and locales, along with subject matter expertise, and submit a resume. To qualify for work, translators will take one or more tests in their field of expertise that can be downloaded from their personal page. These tests will then be reviewed by our chief language officer or someone of his choice based on language and subject matter—and scored. If the quality score is acceptable, the translator will be approved to begin receiving work. The first three projects will be reviewed by a seasoned editor/translator, and the quality score will be updated with appropriate feedback. In addition to the quality score, there will also be a reliability score based on the translator's track record in meeting accepted deadlines. These scores will enable PMO to get the right job out to the right person at the right time.

TASK ASSIGNMENT

McElroyHUB assigns work to translators in one of two ways: By facilitating the assignment of jobs to specific translators based on subject matter expertise and experience with the client, or by assigning the jobs to a "bucket" for prequalified translators. Buckets can be quickly created based on client and project requirements. Once work is available, a message will be sent to all qualified translators. Translators can then go to the bucket via McElroyHUB and select the work they are best qualified to translate within the deadline parameters. For high volume or emergency deadline projects, McElroyHUB can streamline recruitment of project participants by sending out invitations to register to a wide community of translators.

With vendors qualified and tasks assigned, McElroyHUB provides project managers with access to a number of dashboard-style reports that ensure all jobs are monitored carefully and clients are aware of progress.

MORE TO COME!

All great tools are continuously improved upon. McElroyHUB provides the infrastructure to offer an increasing variety of services to translators including collaborative translation/editing environments, training opportunities, resource sharing, and social networking. And soon, job notifications will also be sent via Twitter to anyone who signs up for that method—no need to be glued to your computer to know when something is available.