



Business Results

- Average project start time improved by 31%
- Response time to customer queries improved by 23%
- 96% of projects are now submitted at least 15 minutes before their deadline, improving customer satisfaction
- Instances of specific projects matched with the relevant translators have doubled
- Overall customer satisfaction increased significantly due to faster response time

"By implementing the Conduit-powered OHT Translator Bar in our translators' community, we achieved higher customer satisfaction, faster response time from our translators, and a stronger translators' community."

Dr. Lior Libman, COO
One Hour Translation

One Hour Translation Cuts Response Time in Half & Boosts Business

What Is One Hour Translation?

One Hour Translation is a leading online translation company, offering professional human translation and proofreading services in 57 languages. Its unique platform connects over 10,000 certified translators to customers seeking high-quality translation with a fast turnaround.

The Challenge

In today's global market, a growing number of companies are looking to translate their content into different languages – quickly and accurately. While One Hour Translation offers high quality translations, they wanted to compete with the speed of online translation tools available in the market. The company sought a more efficient way to notify their translators of incoming projects and, in turn, provide faster services to their customers.

OHT's Conduit-Powered Offering

One Hour Translation teamed up with Conduit to facilitate faster, more efficient communication with their translators via a Community Toolbar. The OHT Translator Bar allows translators all over the world to see new projects and bid for them directly from the toolbar, 24/7. In addition, the toolbar utilizes Conduit's platform to deliver live notifications, notifying them of new projects, ratings and comments.

Results Achieved with Conduit

OHT improved both efficiency and customer satisfaction, and has strengthened its community of translators around the world. The quicker response time to customer queries has led to higher ratings for translators, keeping customers coming back to OHT for professional, efficient, and timely translation services.



Improvement in
project start time



Improvement in response time
to customer queries

OHT Community Toolbar:

