



Scaling Public Education Communications Across 9 Languages

How a U.S. state Department of Education delivered Individual Student Reports in nine languages - simultaneously, flawlessly, and a full week ahead of deadline.

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The Client & the Challenge

A U.S. state Department of Education needed Individual Student Reports delivered in nine languages as fully translated InDesign packages and print-ready PDFs all shipped simultaneously. A missing language meant an entire cohort of parents cut off from their child's educational progress. There was zero room for error.



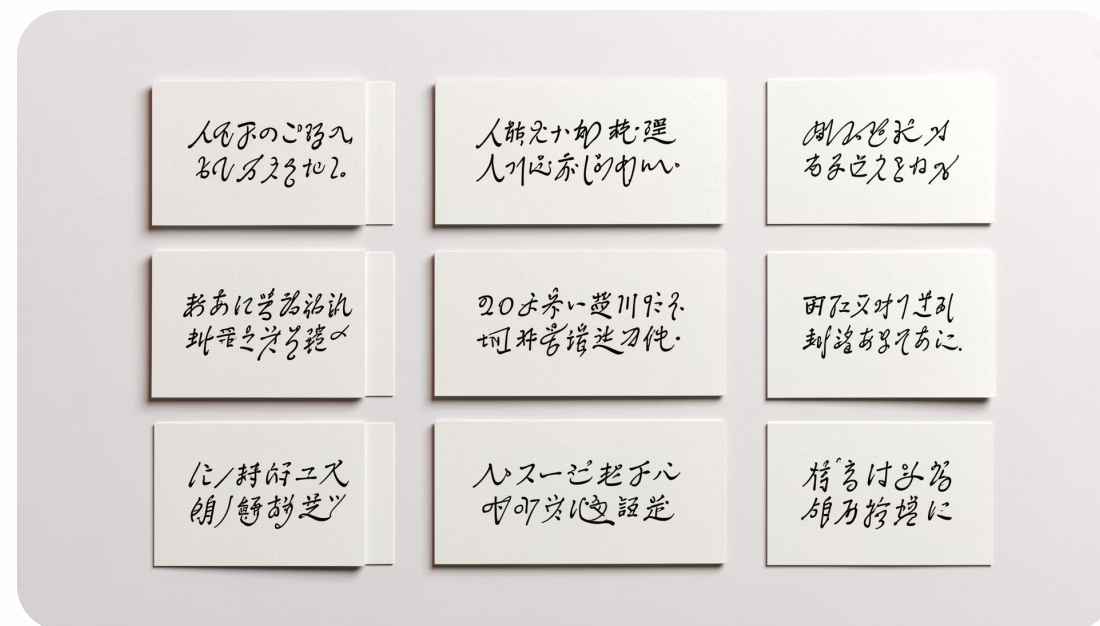
Nine Languages. Two Major Hurdles.

The Language List

Amharic, Hmong, Karen, Oromo, and Somali sit far outside the "core set" most LSPs staff. Generalist vendors simply cannot cover them reliably.

The Format

Every language required a working InDesign package *and* a flawless print-ready PDF, including complex right-to-left formatting for Arabic.



The Full Linguistic Lineup



Horn of Africa

Amharic, Oromo, Somali



Middle East

Arabic (right-to-left script)



Southeast Asia

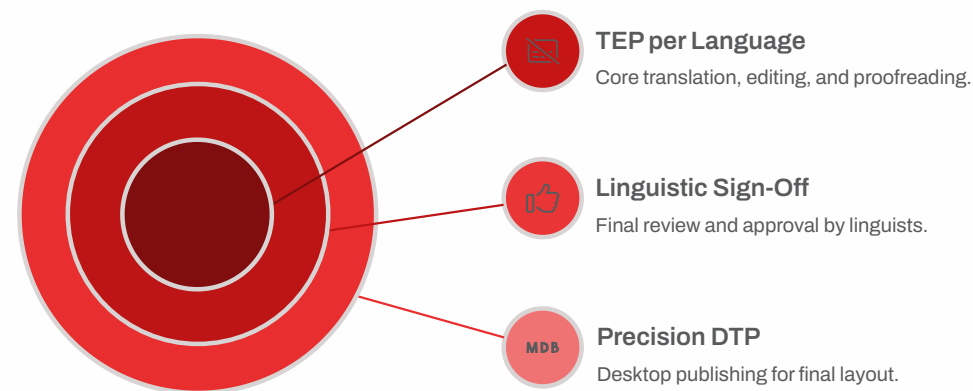
Hmong, Karen, Vietnamese,
Chinese



Eastern Europe

Russian

The Production Architecture



One dedicated Project Manager. Sixteen vendors and linguists.
Nine language tracks running in perfect parallel.

Three Principles That Made It Work

Parallel Language Tracks

Each language ran as its own independent TEP chain. The slowest rare language never held up the other eight.

Precision-Timed DTP

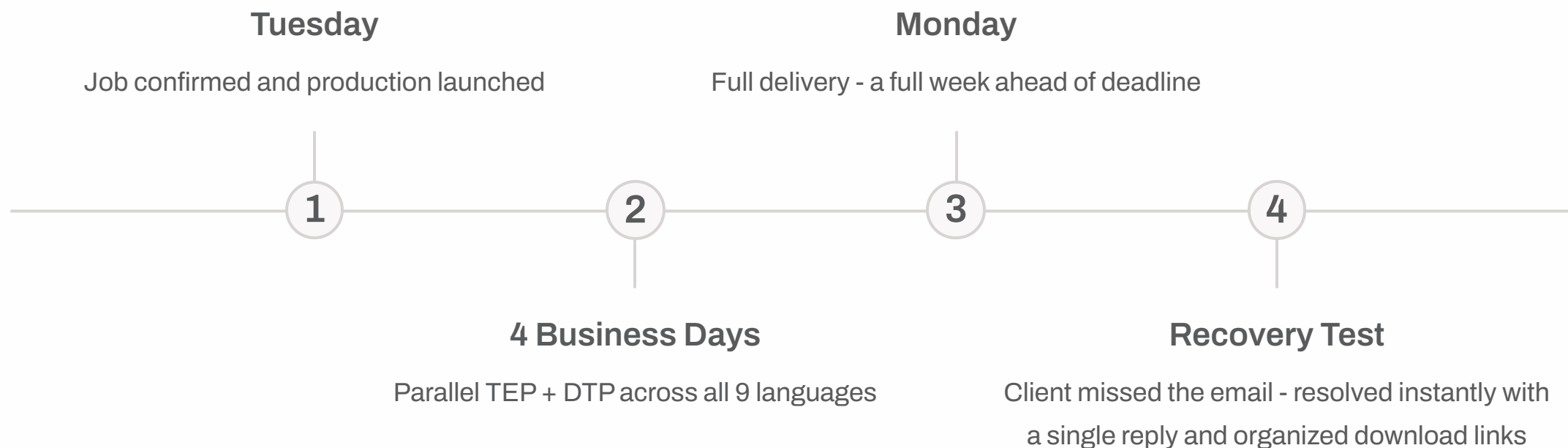
InDesign packaging began only after full linguistic sign-off per language, preventing late edits from cascading across nine layout files.

Single Point of Contact

Nine languages, two deliverable types, one clean handover - neatly organized, per-language download links from a single centralized location.



Confirmed Tuesday. Delivered Monday.



The Results

9

Languages Delivered

Including Amharic, Hmong, Karen, Oromo & Somali

24K+

Words Translated

Complex educational content adapted flawlessly

2

Deliverables Per Language

InDesign package + print-ready PDF, every time

1 week

Ahead of Deadline

Confirmed Tuesday, delivered the following Monday

- ✔ Repeat business followed immediately - the same rare-language set was rebooked, and a new multi-language PDF request arrived within the same month.

Why This Job Was Winnable

Rare-language coverage isn't a sales claim, it's a staffing architecture built over decades. Languages like Hmong, Karen, and Oromo are only reliably coverable when a vendor has spent years developing a dedicated recruiting base, not scrambling to find freelancers when a project drops.

When evaluating a vendor for hard-to-staff languages, the most important question isn't *"Can you translate it?"*

"Who, specifically, is working on the Hmong file?"

If the answer is a name and a track record, your deadline is safe. If it's a pause, it is not.



Engineering Certainty for Government Communications

Does your agency or department produce vital, multilingual citizen-facing documents? When the language list goes beyond the standard commercial set, partner with a team that has the architecture to deliver.

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