

Lingsoft Language Solutions

Printer Consumables

Company Profile

Lingsoft Inc. is an international full service language technology company. Its products are based on their world renowned sentence and word analysis technologies that have become a de-facto standard. Lingsoft provides a complete set of language management solutions: translation and localisation services, customized language checkers, text mining tools, speech controlled services etc. They produce proofing tools for Microsoft Office products in all the Nordic languages and German. Thus their technology is used in most desktop computers in those countries, illustrating Lingsoft's continuing dedication to providing the highest quality language software solutions.

The company has two offices in Finland and it employs 45 language technology professionals. They use HansaWorld Enterprise with Accounting, Sales and Purchase Ledgers, Contracts, CRM, Quotations and HansaWorld Business Organiser with 4 users.

Supporting growth

According to Lingsoft's Sales Director Jarmo Heikkilä, they were looking first and foremost for a tool to manage the growing amount of customer contact information. "In today's intensely competitive and rapidly changing business environment, the need to be market-focused and customer-centric is more critical than any other time in the past," says Heikkilä. "We needed a powerful tool to retain and use valuable information about our customers to enhance our business strategies, product and service offerings."

Heikkilä explains that Lingsoft has been using specially tailored software, which is mainly targeted to translation businesses. "However, our increasing activities with a large variety of customers, starting from private individuals to large technology partners, forced us to re-evaluate our tools to be able to handle all of them more efficiently."

According to Heikkilä, Lingsoft has been in productive cooperation with HansaWorld already since 1999. "We have been satisfied with the previous steps together and pleased with the innovative approach HansaWorld has shown over the years. So when we started to look for new software to support our growth, naturally HansaWorld Enterprise was the first choice," he says.



Benefits of the Business Organiser

For many people in Lingsoft, Nokia Communicators have been the main communication tool for a number of years now. "We are living in a business world, where dynamic exchange of information is vital, especially for a company like ours. Increased contacts with customers and growing amounts of field work created the need for our sales people to access customer information on a "just-in-time" basis. We find the HansaWorld Business Organiser answers this need well and it is now being introduced to our sales and marketing personnel," Heikkilä explains.

Future plans

Lingsoft aims at offering its customers quick and high quality service, regardless of the place and time. As wireless communication is at the core of these standards, it is an important factor in achieving high customer satisfaction. So Lingsoft is eager to make use of existing possibilities offered by the HansaWorld Business Organiser as well as future developments.