



Arrow Electronics Increases Global Employee Engagement and Inclusivity with TransPerfect's GlobalLink Enterprise for ServiceNow Integration

As a global provider of technology products and services, Arrow Electronics employs over 220,000 people who speak 13 languages. To communicate with its employees, Arrow has an employee portal, powered by ServiceNow that contains documents pertaining to HR, IT, legal and compliance, and real estate.

Arrow Electronics already knew that to enhance employee engagement and provide a personalized experience their employee portal content needed to be translated. However, they had a manual process in place which resulted in low quality translations and slow processing times.

Enter GlobalLink Enterprise, with a seamless integration into ServiceNow and the ability to provide high quality translations quickly, as well as automating formatting post-translation to reduce processing speed. Through leveraging TransPerfect's translation memory and creating a custom bot, the Arrow Electronics team were able automate the process of updating articles on a monthly basis to ensure all in-language content stays up to date, reducing workload even more.

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8,500+
ARTICLES