

Comtec

Business Background

Comtec provides a comprehensive portfolio of translation and interpretation services.

Established as one of the top translation service providers in the UK, they manage large, high volume translation projects through to smaller requests. They tailor their professional translation services to meet their customers needs in areas including software localization, voiceovers, interpreting, marketing and legal fields.

The business was previously owned by the mother of the current Director, Sophie Howe, and retains many of the positive values associated with family business.

Based in Leamington Spa, Warwickshire, the business currently employs 11 members of staff.

Introduction to The Transformation for Growth Project

The business has previously accessed Government funded business support and engaged with the Transformation for Growth project after the owner received an email promoting the programme from Warwick District Council.

Activity within the project

All activity carried out with the project was in the form of one-to-one discussions centred around expanding the workforce and other 'live' issues.

The business joined late on in the project at a point where Comtec was in negotiations to buy another translation business. As a result, given the shortness of time available, and the need to accomplish changes while in negotiations, a substantial amount of development was being undertaken within the business.

The Receptivity for Change Toolset was undertaken and seen overall as having been useful to the business.

The four-stage process was undertaken but some stages were shortened as they had already been undertaken by the business.

Impacts

- Transformation for Growth gave the business some 'good ideas', from talking through issues with the Business Engagement Manager, which she has implemented as soon as possible. In particular, this gave her better understanding of the business, and identified strengths and weaknesses.
- In order to give the owner greater freedom to step back a little from day-to-day operational issues, the Business Engagement Manager suggested the team be slightly reorganised to assist with the business growth.
- Business planning was already rigorous, but Transformation For Growth supported the owner to work on developing greater focus, and suggested how – and in what order – the challenges facing them could be addressed.
- Discussions with the Business Engagement Manager enhanced the owner's confidence about taking 'well-considered' risks: 'I'd got a bit comfortable before, but it's more about attitude than getting new tools'.

Summing up the impact

Talking to the Business Engagement Manager has renewed her energy and enthusiasm for growing the business – and provided greater clarification of how to get there.

Find out more

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Discuss co-applying for grants and ideas for impact