



# The Language Services Market: 2011

*An Annual Review of the  
Translation, Localization, and  
Interpreting Services Industry*

By Nataly Kelly and Robert G. Stewart

May 2011

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# Topic

After a challenging multi-year period of global economic uncertainty from 2008 to 2010, the majority of language services industry participants have experienced continued growth, but others have expressed their fears and hesitations about the market: “Are suppliers still growing at a double-digit rate this year?” “Are things becoming more competitive?” “Is my region growing or shrinking?” “Which services are growing the fastest in 2011?” “How have things changed since 2010?”

This report answers these specific questions, but responds to a broader one too: “What does the language services market look like in 2011?” It represents our most comprehensive global market study to date on the language services industry. It is the result of more than six months of extensive primary data collection and harvesting, a survey of 912 language service providers in 152 countries, and the incorporation of other major findings about language industry trends, as revealed in our greater body of research over the past year.

## What You’ll Find in This Report

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Last year, we published a comprehensive report with detailed information about the state of the market in 2010. This year, we have expanded the depth of our coverage even further, to include more data and analysis of market characteristics in 2011. We also compare our 2011 results with the information reported for the previous year. This report details our methodology and provides our market size estimates for 2011. We also include estimates for specific service sectors within the global market, rates of growth, and projections for the years to come.

As in 2010, we are publishing a global ranking of the largest language service providers as well as regional rankings of the top-earning companies in eight parts of the world: Africa, Asia, Eastern Europe, Latin America, North America, Northern Europe, Southern Europe, and Western Europe. We also answer the most frequently asked questions (FAQs), shedding light on the rules of engagement for our regional and global rankings, and our process for determining the market size estimates and growth rates.