

PayPal Realized Huge ROI with Talla

"We did all this ROI analysis, and after the evaluation of these tools, Talla came out at the top because it has the best AI."

PayPal



Simon Choi
Technical Program Manager

Why They Needed Talla

"When we decided we needed a KB tool we reviewed many other tools but when we did our ROI analysis we did a survey, then looked into how much time translators & internally we spend looking for correct information. Internally we never know if this information is out of date, correct, or if there are duplicates of the same information. At any given time we have close to 300 translators working for us, we will send out large amounts of new content for translation that should be translated into 50+ languages usually within a week's time. All these people working on translations need almost immediate answers otherwise they cannot move on to the next stage."

Results They've Seen

"We waste a lot of time looking for correct answers, so we did an ROI analysis, and after the evaluation of these tools Talla came out at the top because it has the best AI. Other tools may be more mature, but when we did the actual AI test Talla came out first. Now using Talla it's very easy for employees to find the knowledge they need to move forward with their translation. Another issue we ran into in the past was we would get the same questions from multiple translators, but now because of Talla if you don't have the answer, you can instantly create a ticket then provide that information to one person and that can be shared by everyone else, so we don't have to deal with replying and asking repetitive questions."

Working with Talla

"Overall I'm very satisfied with Talla, it does exactly what it's supposed to do. Also, the customer service has been phenomenal: they listen to you, really care about your success, and often will go the extra mile to get resolutions. Talla is lean and elegant, its knowledge management features are exactly what we need without extra things that may be included in similar tools that you may never use. It keeps knowledge available for our teams at fingertips that are searchable via various means - browser plugin, Chatbot, Slack, etc, and it helps share knowledge with external teams such as an augmented workforce that does not have access to documentation inside the company firewall. We are looking into the possibilities of integrating Talla with our other internal tools like Jira. All in all, Talla had the right package for our needs, and the customer support was outstanding."

Overview

Company Size

26,000+ employees

Industry

Financial Services

Location

San Jose, California