

Dragoman Scales Translation Services and Streamlines Global Payments With Tipalti

Challenge: Managing global payments for translators across multiple time zones and currencies led to inefficiencies and payee trust issues for Dragoman's lean team.

Solution: Tipalti automated Dragoman's payment processes, integrating seamlessly with Xero and offering flexible, scalable payment options.

Result: Dragoman achieved 4x revenue growth and 8x net profit growth—without adding headcount—while building efficiency and payee trust through simplified operations.

Dragoman Overview:

- **Industry:** Translation services
- **Region:** Turkey
- **Company Size:** One in-house finance staff; global network of freelancers
- **Tipalti Products Used:**
[AP Automation](#)
- **Customer Since:** 2022
- **Current ERP:** Xero

The Challenge: Global Payment Complexities

Dragoman, a global leader in translation and interpreting services, operates a distributed network of freelancers across over 100 languages and countries. While renowned for its quality and reliability (clients include the World Bank and the United Nations), the company faced mounting challenges in managing payments to its linguists in regions. Payments often involved navigating multiple currencies and time zones, leading to inefficiencies and occasional delays.

Delays and lack of payment visibility strained relationships with freelancers, many of whom depend on timely payments for their livelihood. Dragoman needed a solution that would uphold its reputation for professionalism while simplifying processes.

"Visibility and timely payment are crucial for maintaining trust in this industry. Tipalti gave us the tools to address these challenges."

UMIT OZAYDIN
CEO
Dragoman

The Solution: Seamless Automation and Flexibility

Tipalti transformed Dragoman's payment operations by automating processes and integrating with the company's accounting software, Xero. The integration allowed Dragoman to deposit in three currencies and pay out in multiple currencies and formats. Payments were simpler and faster, with greater visibility for the company and its payees.

Tipalti's flexibility in handling payment preferences was another key advantage and allowed Dragoman to build stronger relationships with payees. For example, for small vendors earning \$300, Dragoman could cover the costs of full payment delivery. Tipalti's flexibility strengthened Dragoman's relationships with freelancers and reduced payment-related complaints significantly.

"Tipalti integrates seamlessly with our systems, giving us the efficiency we needed to grow without increasing headcount."

UMIT OZAYDIN

CEO
Dragoman

The Result: Growth and Trust Through Automation

Tipalti's automation allowed Dragoman to scale efficiently, maintaining its lean operational model while meeting the needs of a global workforce. Since implementing Tipalti, Dragoman has experienced remarkable growth. The company's revenues have grown 4x, and its net profit has increased 8x, thanks to smoother operations and reduced overhead.

The reliability of Tipalti's payment processes has also strengthened Dragoman's credibility. With payment complaints dropping from monthly to just once every six months, Dragoman's reputation as a dependable partner in the translation industry has only grown stronger.

Additionally, compliance has become a key differentiator. The UN and other international organizations have strict requirements regarding sanctions, anti-money laundering, and monetary scams. By leveraging Tipalti's compliance guarantees, Dragoman added an extra layer of security to its offering, helping it stand out and close deals.

"Using Tipalti adds credibility to our business, enhancing trust with both clients and vendors."

UMIT OZAYDIN

CEO
Dragoman