



## ABOUT TRANSLATE.IT

### Market position

translate.IT acts primarily as an outsourcing partner to the international localization industry, a market segment in which we are systematically expanding our position.

A one-stop provider for all your German-language needs, translate.IT handles both end-to-end localization projects and more general Internet- and IT-related translations.

### People

Our people are the cornerstone of our success. Which is why we are so picky about who we work with. Everyone involved in the translation process started their translating career with us. We give preference to graduates from the language faculties of German universities; and we only ever use native speakers. Only people who have produced sustained, above-average translation performance progress to the role of lectors. And only those who have excelled in performance and dedication in the role of lectors ever get to be project managers.

We are constantly assessing the performance of our staff. The results are used to determine the scope and content of necessary training.

### History

translate.IT GmbH has enjoyed a positive upward trend since the moment of its inception in Mid 2005. Sustainable yearly growth confirms our conviction that we are doing something right.

translate.IT currently employs 4 staff and some 10 regular freelancers, all of whom work in-house. Added to this is a pool of 40 freelancers all around Germany.

Since our own core competence is rooted in translation, we have engineering and testing work and the DTP and graphics side handled by partner offices.

## QUALITY

At translate.IT, the proven high quality of our products is not primarily the result of individual efforts. Rather, it is above all the fruit of a finely-tuned translation workflow which we have developed over the years on the basis of the Total Quality Management principle.

TQM itself is based on learning. And learning is based on goals – in this case with regard to such aspects as:

- Linguistic quality
- Content quality
- Error tolerances

TQM presupposes exhaustive monitoring and control, a process familiar to every translator. And translate.IT refuses to settle for occasional spot checks: everything that gets translated is checked in full; nothing is left to chance.

At translate.IT, such checks are analyzed and used as the basis for decisions about how we train our people.

In order to learn and develop, however, individuals need to know their own weaknesses; but they also have to admit them and be able to assess themselves fairly.

That is why translate.IT applies an escalation system: everyone has the right (and the obligation) to pass on content questions to the next level responsible, and to expect solutions.

## PROJECT MANAGEMENT

Good management is the key to the success of any and every translation project. Which is why our project managers are required to have an in-depth knowledge of translating.

They also need a firm grasp of the "tools of the trade" and have to know their way around the ins and outs of everything we work on and with. Project managers are expected to look after the content, not the financial aspects. They are responsible to the customer, not to our controller.

The individual qualifications of our project managers notwithstanding, they are all bound by certain fundamental rules:

- The use of a defined project structure
- The use of exactly the right version and build of the particular tools approved for the project
- Uniform internal project handling processes
- The use of our proprietary file handling tool
- Uniform problem-solving processes

Our project managers find an exhaustive treatment of what is expected of them in the translate.IT **Project Manager's Guide**.

## HARDWARE AND SOFTWARE

The IT landscape at **translate.IT** meets the needs of our working environment. A heterogeneous network comprising a Linux file server, a variety of Windows PCs and a Mac is installed in the office.

We use every tool our customers require us to use. Even so, Trados has emerged as the de facto standard. translate.IT has accumulated considerable experience with the whole range of Trados tools.

Please see the table below for details:

<b>Communication</b>	Internet	DSL 32
<b>Hardware</b>	PCs	7
	Server	1
<b>Software</b>	Operating systems	Windows
	Office products	Microsoft Office Lotus SmartSuite Star Office WordPerfect Office
	Machine translation	
	Computer-assisted translation	Trados 2011 Trados 2007 TagEditor MultiTerm S-Tagger WinAlign Catalyst Across
	Proprietary tools	Workflow management Validation Testing Glossary generation Glossary analysis QA

## CUSTOMERS

Accent Software International  
OpenText, Montreal  
Documens, Montreal  
Eule Lokalisierung  
Dr. Feix Übersetzungen  
LionBridge Technologies  
Prätorius, Paris  
Siemens Sprachendienst, Munich and Paderborn  
RR Donnelley  
Merrill Brink  
Metropol Übersetzungen, Schweiz  
24translate, Hamburg  
Toptranslation, Hamburg  
CommunicAid, Kalifornien  
Heartsome Holdings, Korea

## PROJECTS

Year	Project	Words	Duration
1995/96	Protean Production; 3 Updates:	300.000	4 bis 6
1997	SPSS 7.5: Software und Hilfe	450.000	12
1998	Computer Based Training	1.000.000	ngoing
1999	Leading OS V.2000	1.400.000	16
2000	ERP Software (IFS)	1.200.000	14
2001	Leading Software development Suite V.7	5.000.000	50
2002	Telecoms Accounting Software	300.000	5
2003	SAP Customization	4.000.000	16
2004	SAP Customization	2.000.000	10
2005	Leading Web Collaboration Software	800.000	14
2006	Office Plattform on the Web	2.000.000	ngoing
2007	Hardware/Software/Manual of a world leading Korean Electronics Company and Manufacturer of Household Appliances	1.000.000	ngoing
2008	SAP Add-On		
2009	Various Transfer Pricing Documentations	500.000	Ongoing
2010	Training Material for MS Office	300.000	Ongoing

## GENERAL INFO AND CONTACT

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