

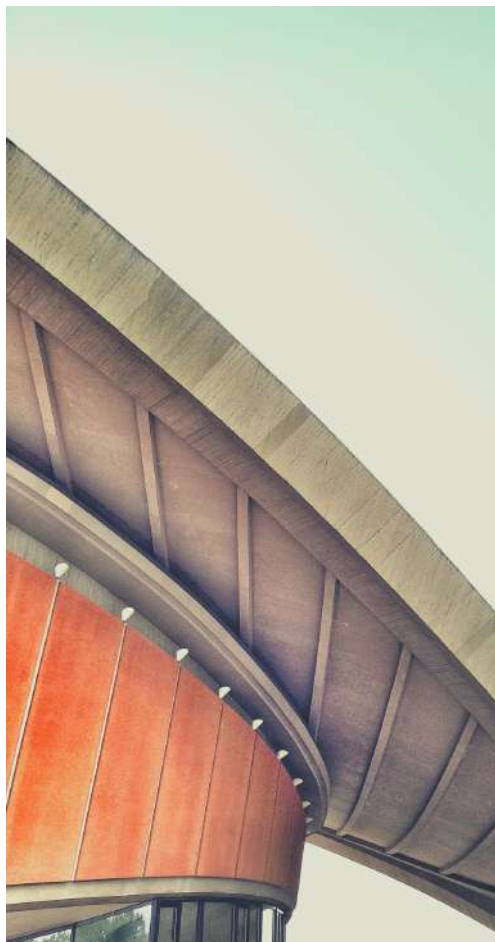
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Inteprit
Language
Solutions

opening your business to the world



MULTIPLE LANGUAGE SERVICES PROVIDER



SUMMARY & BACKGROUND

Inteprit is a full-service translation & localisation agency focused on the multilingual needs of the global business community, and we provide a dynamic environment for businesses and organizations that need to adapt to specific situations, which vary with each country and new culture they do business with.

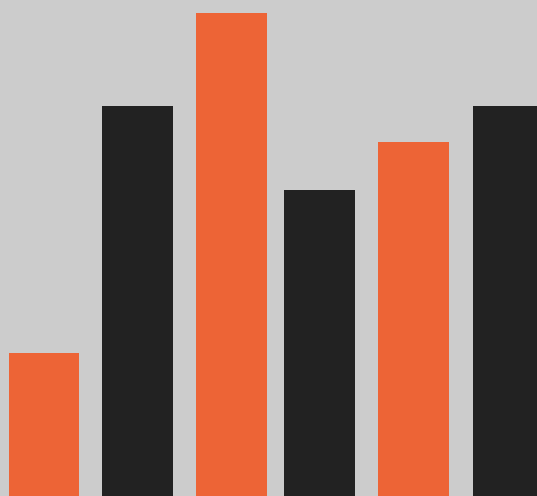
Headquartered in Johannesburg, SOUTH AFRICA, Inteprit was formed with the purpose of providing expert, professional translation and localisation services to the global business community.

The translation and localisation industry have a worldwide audience and it is pivotal for any business, no matter what type of translation project you have, to find a reliable translation or localisation provider partner.

Through transparent processes, quality project management and the use of translation management technology, we aim to align your translation and localisation requirements to your strategic growth and development pillars.

We have gathered a large pool of subject matter experts (SME's) in all major APAC, EMEA, North and South American language groups, and all translators are native speakers of their respective target languages, with extensive industry experience.

Our resource database is indexed by subject matter expertise.



COMPANY INFORMATION

*It is pivotal for any business,
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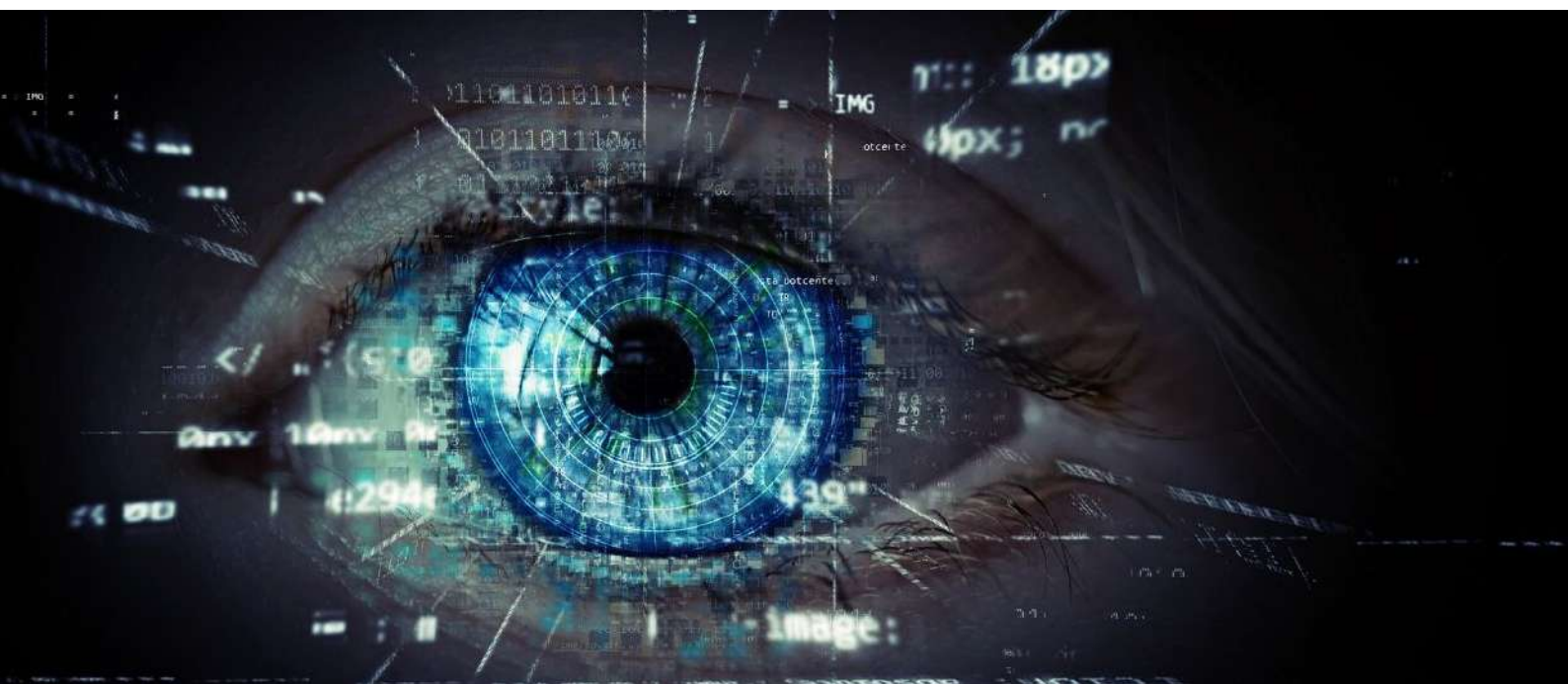
COMPANY INFORMATION:

Company Name:	Inteprit Language Solutions (Pty) Ltd.
Company Address:	Ballywoods Office Park, 27-33 Ballyclare Dr, Bryanston, Johannesburg, 2191, South Africa
Company Registration Number:	2017 / 240018 / 07
Main Contact Name & Designation:	Devon Bezuidenhout, Managing Director
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INNOVATION STRATEGY

We have defined our business in a compelling customer-focused manner, and we have taken a serious look at the state of technology in the translation and localisation industry and realized that it was obvious to invest in efficient and innovative translation management solutions and we promptly built our entire process around them.

We consider ourselves experts in automated translation processes and we often consult with our prospects and clients about how they accomplish more by automating processes. This has been a major focus of ours since founding Inteprit, and our knowledge of receiving source material, preparing it in a way that enables translators to work with it, and returning the material to the client already typeset – puts the advantage back to our customers.



The secret is understanding cultural differences and working within those parameters to satisfy Western and emerging market demands, while also maintaining healthy and long-term relationships with translators.

Currently trending in the translation and localisation industry is a desire to translate more for less.

This is a tough transition for translation buyers, translators and for many language service providers. But in our case, efficiency has always been our major focus. We are continuously looking at ways to improve processes in order to do more with less effort and we focus on innovation strategy to set our company apart.

INDUSTRIES & SOLUTIONS

We have established that each new innovation or product released in the below-mentioned industries has an instant international market. This presents a unique challenge to our target market to develop translations, and we have grouped our customer base in the following business areas.

- Advertising & Marketing
- Business Consultancy & Corporate Services
- FinTech
- Global E-Learning & Training
- Government & International Development Departments
- Law Firms & Legal Departments
- Logistics, Warehousing & Transporting
- Pharma & Healthcare
- Technology Innovation
- Telecom & Networking



Our solutions cover the following disciplines:

- App, Gaming & Software Localisation
- Audio & Video Translation
- Global E-Learning Localisation
- Interpreting
- Legal Translation
- Localisation Engineering
- Linguistic Testing
- Marketing Translation
- Multilingual SEO & Digital
- Multilingual Desktop Publishing
- Website Translation

TRANSLATION QUALITY

We follow best practices to give our customers the highest quality translations.

Terminology Management

A glossary that establishes terminology in the target languages is a critical component of a quality translation, especially for highly complex domains such as gaming, legal, medical or software. The best practice is to obtain a current glossary (where it exists) or develop one and submit it for your review and approval before beginning the actual translation.

Style Guide Development

Your style guides govern tone, usage of terminology, punctuation, sentence structure, date/ time/number formats, etc. Even if you only have an English style guide, that provides a place to start. Inteprit can leverage this to help you develop style guides for each additional language.

Product Training Workshops

Product training is very important to us, especially if software, hardware, or a medical device information is being translated. We invest in internal training workshops in order for our clients to receive the highest quality translations. We use these internal sessions to note questions about source content and make sure we understand it correctly, clarify terms, meaning, intent, etc., so that our translators revise or construct the translation accordingly. (All translators are given these clarifying answers.)

SMEs/Resources

To provide the highest quality translations, we have worked hard to find translators who are subject matter experts (SMEs) in certain areas, whether it's medical, financial, or IT. These expert resources are in high demand and are booked well in advance of projects to ensure the right resources are working on your product. Our database of translators is indexed by subject matter expertise.

The above practices help us accurately define and measure translation quality.



TRANSLATION MANAGEMENT

We use a cloud-based translation environment that provides an effective and efficient project management tool to centralize and automate our translation processes. The platform currently supports over 50 file types, is fully API enabled, and includes a variety of additional translation management services. This streamlined workflow allows us to automate the translation of projects at any size with a fast turnaround time.

Translation Analytics

Powerful analytics help us analyze our translation process in real-time and stay on top of things. Analyze language volumes, file types, costing, and translation quality. We receive in-depth analysis of over 400 localisation statistics, offering the advantage of computer-aided analytics, which helps translators identify word usage and word frequency during the translation process. Through analytics dashboards, we get an overview of current projects' status and our team's productivity.



TECHNOLOGY INFRASTRUCTURE

Integrations

Thanks to an advanced open API, we connect our TMS account to a wide range of online repositories, CMS, and more than 15 third-party technologies. As a result of these integrations, our translation process is faster and more efficient.

We automate the import and export of our files between our online repository and our TMS account. Connectors have been developed with the following online repositories:

- Box
- Dropbox
- FTP
- GitHub
- Google Drive
- STFP

Continuous Localisation

Git Connector provides advanced features which allow for a more effective continuous localisation. Our TMS allows for manual or automated localisation of content located in Online Repositories or CMS. In addition to the standard option, Git connectors provide some additional feature which allows for even more effective continuous localisation. Git connectors allow our PMs to distinguish files that have been updated or added in the last commit. This allows PMs to easily identify content that has been changed and directly select these files for translation. This option is also automatically applied for rules set up for Automated Project Creation.

Automated Project Creation

The Automated Project Creation allows us to monitor not only the entire folders where new content can be uploaded, but it is also possible to determine which of the files should be monitored. In context of Git connectors and IT development practices, it is more likely documents would only replace each other with the newer version than having completely new files imported into designated folders. With this setup, we can maintain the specific structure of folders and documents in them and simply let the TMS monitor the files that should be considered localisable during software localisation projects as an example. This option also eliminates accidental imports of documents that are not really intended for translation, but still need to be contained in the same folder as translatable content (e.g. Readme files).



TRANSLATION PROJECT MANAGEMENT

Efficient, effective translation project management gives you the confidence that your project will be well managed throughout the entire process, ensuring that all project requirements are appropriately addressed. Relationship building, familiarity, and continuity are very important in earning your trust and continued business. Initial introductions and agreement on project details are very important steps in successful project execution.

At Inteprit, every project that we launch starts with a kick-off meeting to establish project protocols. At this meeting, the project scope, milestones, deliverables are discussed, and all other questions or concerns raised, thus ensuring that everyone is on the same page and has the same expectations before any work begins.



As we approach the translation, the project manager will establish the method necessary for achieving the desired results. The translation process presumes the organization of the following stages:

Discover/Planning > Content Analysis > Translation-Editing-Proofreading (TEP) > Review/QA > Delivery

Additionally, the translation project manager communicates and coordinate project activities with our in-country linguistic teams, answering questions and providing support and feedback so that the translation, editing, and proofreading are completed flawlessly and on time.

VENDOR MANAGEMENT

Inteprit follows an error-deduction method in the overall assessment of translation quality, and we consult 22 categories of errors in the deduction of points based on two main categories, namely translation errors and language errors.

In terms of our approach, our resource recommendations include a combination of FTE's (full-time employees) and freelance SME's (subject matter experts), and we have put in place a very effective production process that has ensured successful implementation of projects of varying scopes to multiple end clients.

Our primary focus is ensuring customer satisfaction through the successful management of the project management triangle, which is cost, time, scope and quality.

- The typical process is a first cut/first draft translation.
- This is then followed by editing. Editing looks at the accuracy of the translation (mapping back to the original master language) as well as style and flow.
- Finally is proofreading; proofreading is mainly concerned with the accuracy of the translated text (checking for spelling, typographical errors etc.)

From standard documentation translations to complex multi-lingual software projects, and through all stages of the localisation engineering process, we can provide the necessary engineering expertise to successfully see your localisation projects through to the end.

We use only experienced DTP specialists who produce your documentation in the various languages using standard DTP applications, and we always pay close attention to the formatting and layout conventions of the target markets. Our QA processes (e.g. several reviews by the QA linguist) ensure the excellent quality of the final product.

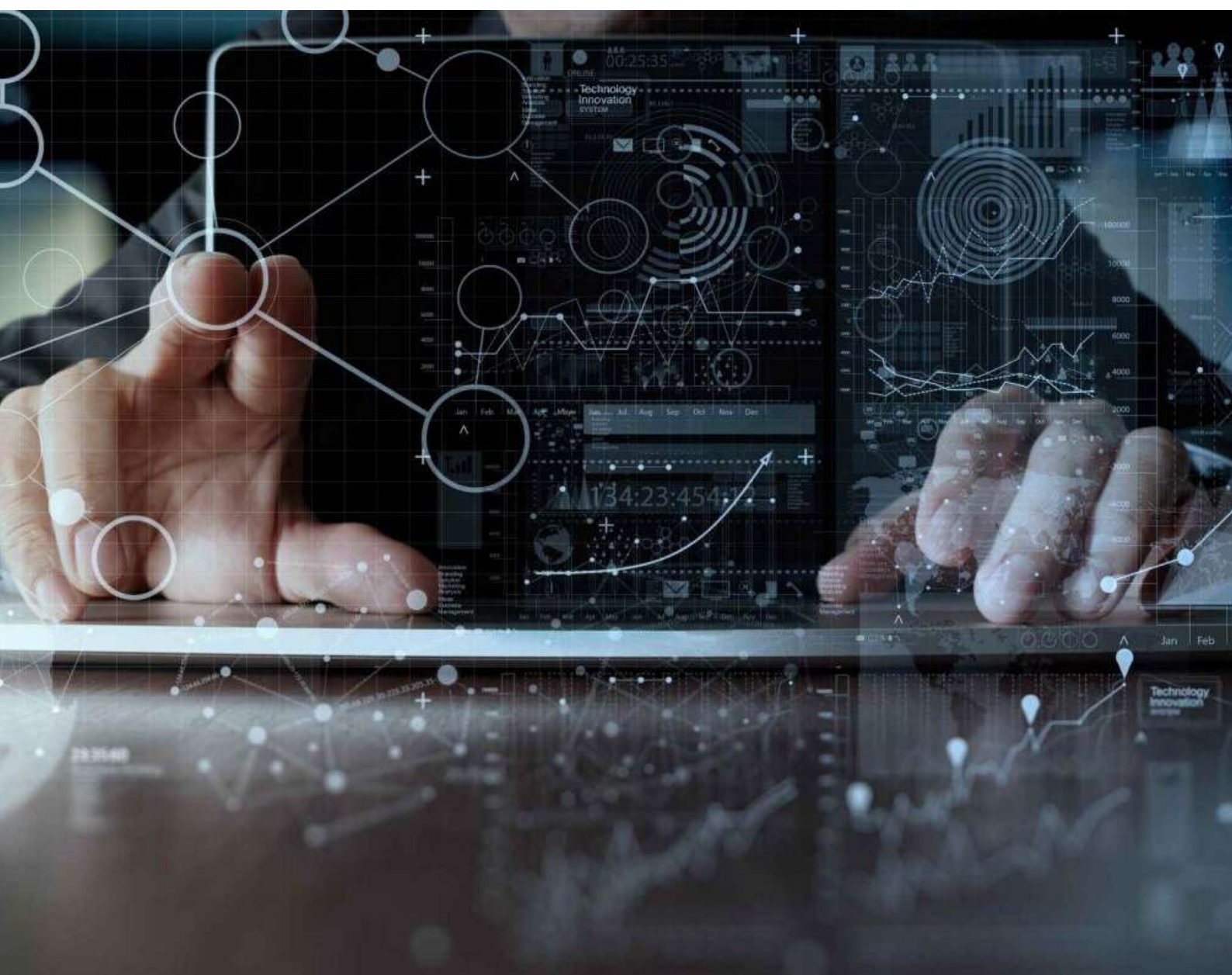


SECURITY & DATA PROTECTION

The privacy and security of user's data in our TMS Cloud is our utmost priority. Traditionally, data, including confidential information, such as translations, translation memory files, terminology, etc. have been transmitted by email (mostly unencrypted) in the translation industry.

We believe that centralizing confidential data in a single location, and only providing password-protected access to it, is a step forward in data security for the translation industry and translation buyers.

Our TMS provider deploys the latest internet technologies to provide maximum security to Cloud users, and stores user data in a highly secured location using an advanced firewall and additional security technology to prevent unauthorized access to user data.



CAPACITY & AVAILABILITY

Our approach to translation and localisation combines an understanding of your needs in every circumstance with a permanent sense of urgency. Translation and localisation needs vary in substance and volume depending on an organization's business cycles and operational goals, and quality and quantity hold little value in the absence of timeliness. We appreciate the complexity of projects, particularly when they involve several foreign languages, and as budgets get tighter, "rush-translate" requests and content updates multiply. In global communications, there is no shortage of challenges. To address capacity and availability issues, we customize our performance to our clients' needs, combining capacity and quality.

Turnaround time depends on the number of words and style of language (e.g., how much technical language or industry jargon). Our average translation speed is 2,000 words per day.

We guarantee that your deadline will be met, provided that our lines of communication remain open. Here are some guidelines for translation of different translation volumes:

Small projects: (500 – 5,000 words)

We generally translate 1,500 - 2,000 words a day. With every project large and small, we perform a quality check to ensure that the output content is error-free and the format has been maintained. Therefore, you can reasonably expect 2,000 words to be completed in 48 hours. The earlier we receive your content, the better. Rushing is the worst enemy of quality, which is our main concern.

Medium-sized projects: (5,000 to 10,000 words)

Should you require a short deadline, requests ranging from 5,000 to 10,000 words will likely need to be handled by several translators, otherwise, a single translator will perform the job. To ensure consistency, we use special software tools. Two to three additional days may be necessary for verification. It is reasonable to expect the translation of a 10,000-word request within 7 business days.

Large projects: (10,000 words and beyond)

We usually complete large translation projects by working in teams. In such a scenario, each translator is assigned an additional task: project management, building a bilingual glossary, or some other aspect of your job. This comprehensive approach and close collaboration enable us to deliver superior results.



INTERPRETING SERVICES

Situations requiring interpreters can vary considerably. With this in mind, we offer a wide range of interpreting services, each job is treated as a bespoke assignment. We take care of every aspect of the project with no hidden costs, all you need to do is provide us with a date, time and an assignment description.

There are many occasions where translation needs to be instantaneous during meetings, conferences, interviews or public seminars, for instance. Inteprit Language Solutions provides a range of specialist interpreting services to suit your specific requirements.

Face-to-face interpreting

Face-to-face interpreting is sometimes called liaison or ad-hoc interpreting. It is a two way form of interpreting, meaning that all parties present can take part in a discussion. The interpreter translates verbally every few sentences, while the speaker pauses. It is widely used in courts, healthcare, legal situations, and business meetings where it is important to maintain continuous dialogue.

Telephone interpreting

We can provide a full telephone interpreting service which is suitable for a range of situations. Telephone interpreting can be used when face-to-face contact is not necessary or when the requirement is urgent or unexpected. The preferred method for telephone interpreting is a three-way conference call, although, in face-to-face situations the phone can simply be passed back and forth. Telephone interpreting is much less costly than other forms, as factors such as travel time do not need to be factored in. It is also very flexible, we can connect you to a interpreter in any language at very short notice – usually in under a minute.

Simultaneous interpreting

Sometimes referred to as whispering interpreting, simultaneous interpreting is useful for larger events where only a few participants require translation. The interpreter sits next to or behind the people who need translation and whispers the interpretation to them. This is much less disruptive than face-to-face interpreting, but it should be noted that the process is very tiring for the interpreter so, for longer assignments more than one interpreter should be used.

Conference interpreting

At large events, such as conferences, where there are more than a few participants who require translation, it may be necessary to use conference interpreting. Often requiring a team of interpreters, the translation takes place in a sound booth and is verbally relayed to the participants via headphones. This can be adapted to supply several languages to different groups of participants. We can provide the correct equipment and setup for these occasions.



NEXT STEPS

- Evaluate our service offering.
- Address any gaps or areas of concern.
- Evaluate current or future translation, localisation or interpreting requirements and inform (a) cost proposal(s) accordingly.
- Upon agreement of the solutions and approval/sign-off of the proposal, Inteprit will prepare and present a master service agreement (MSA), and any associated statement of work (SOW) and any other documents required for the business relationship to become official.

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