

# **TechnovateTranslations.com**

## **Information Package**



## **Technovate Translations**

**Fuelled by Urgency and Care!**



## About Us

Technovate Translations is a leading North American translation agency whose focus is translating corporate and highly technical documents following the industry's highest standards. For more than five years, 3,200 and counting large and medium-sized corporate clients have counted on us to deliver on-time quality technical translation, so you know we can handle your project. Our business began in the internet age, and as a digital native Technovate Translations is a master of changing technology in the era of globalization. Our completely customized project management ERP and system allow us to handle every project with ease and complete knowledge of the factors that surround it. Most importantly, we focus on our clients with urgency and care because that is how we show our clients we care. As we've evolved and grown, we've also improved our systems and processes to become a leading agency in the industry.

01

**PROCESS**

02

**PRODUCT**

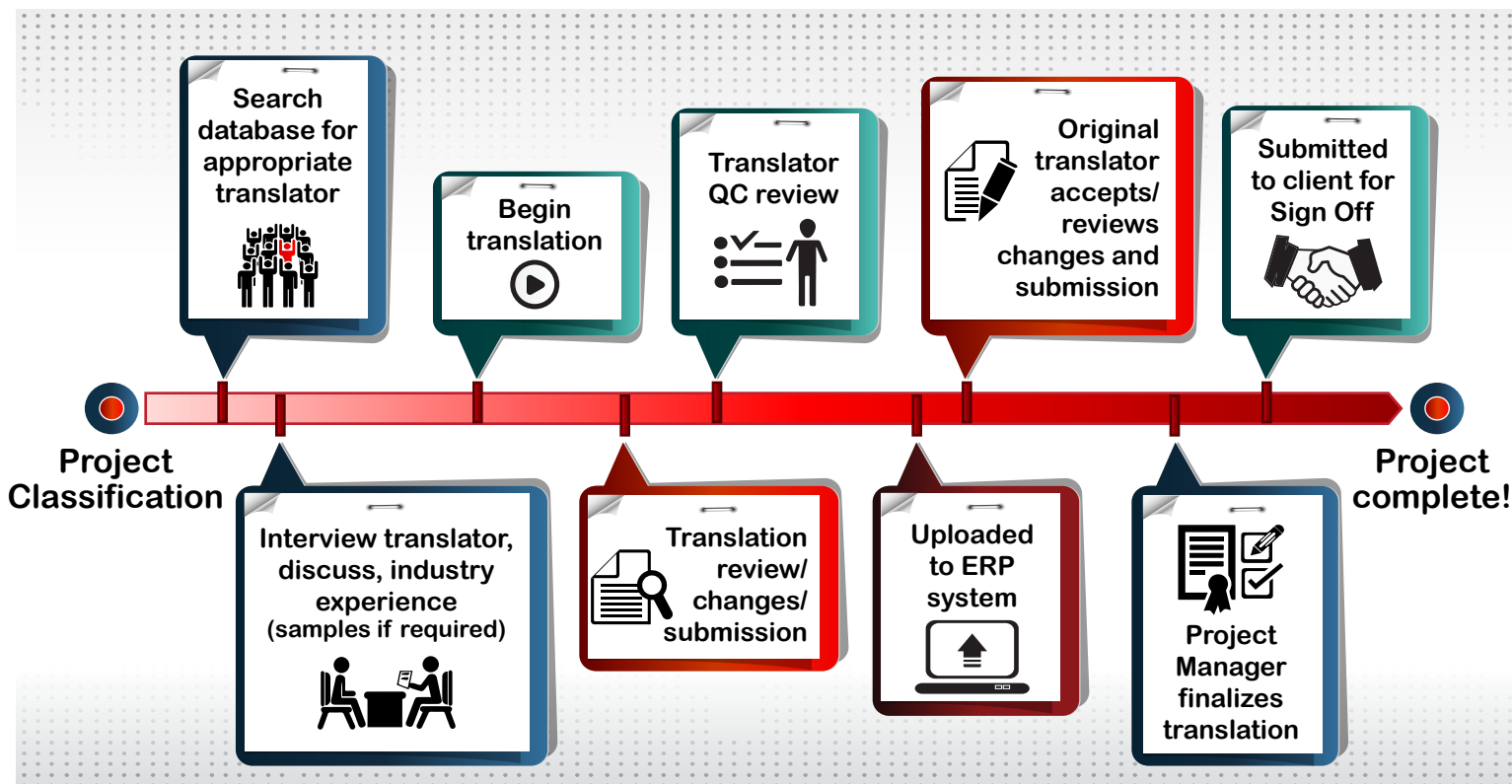
03

**PEOPLE**

## OUR PROCESS – TRANSLATION & QUALITY CONTROL PROCESS

When translating high technical documents, whether it be legal, industrial or engineering, we follow the proven process we've developed over the years to ensure that all your translation projects are at the highest quality. The foundation of our process is selecting the right translator. How do we do this? We work with experienced translators who are not only the best in the industry but also have specific subject matter experience that relates to your project.

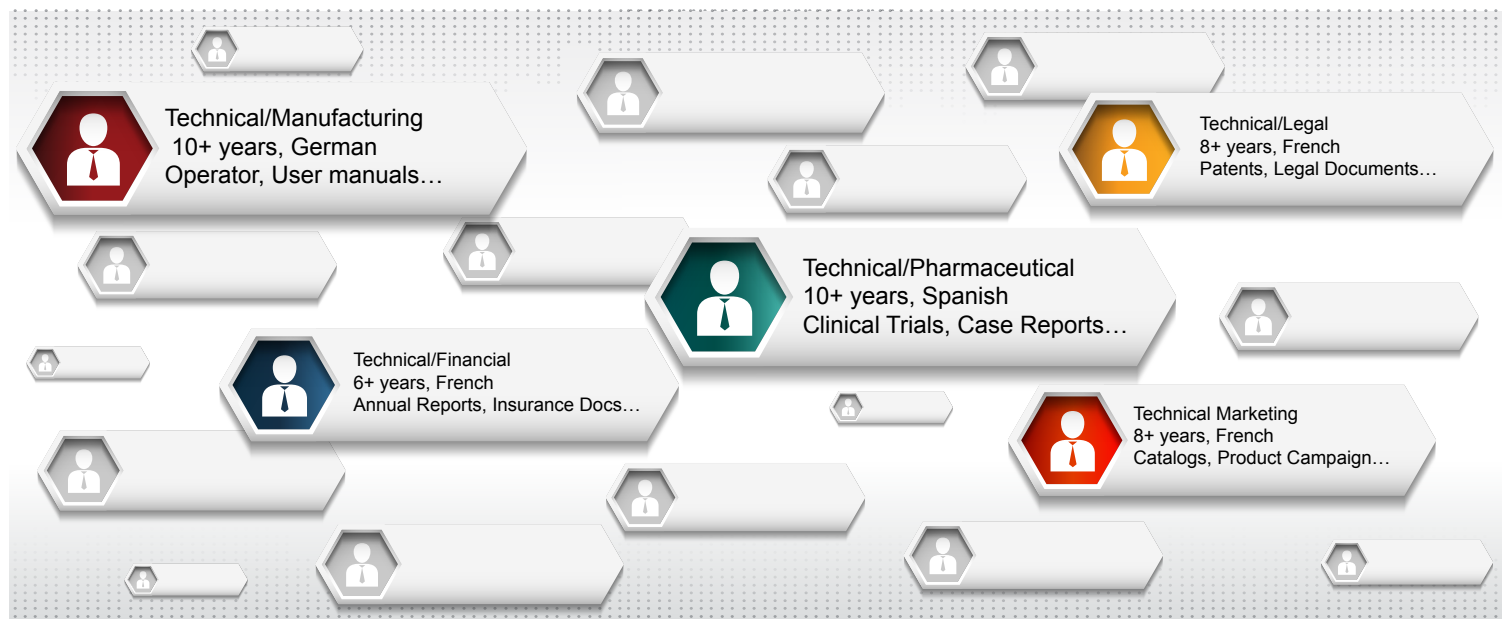
Once we have the right translator, we make sure that your translation goes through the same process every time to ensure the same outcome – smooth, high quality translation services. Check out our process below:





## OUR PRODUCT – HIGHLY TECHNICAL TRANSLATION SERVICES

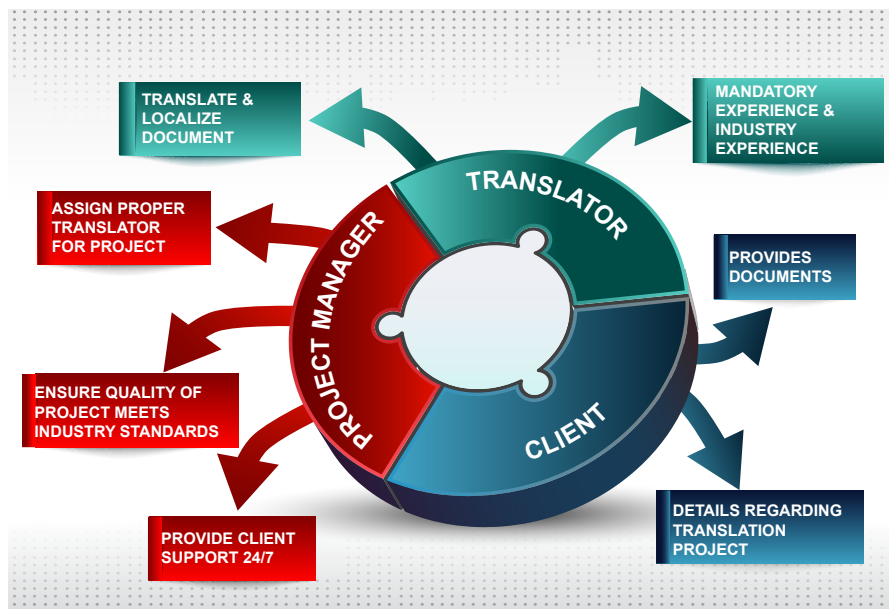
In order to provide the highest level translation services we must work with the best in the industry. How do we do this? We set exacting standards for new translator applicants that they must meet to work for us. Once they meet these, they must then pass through a manual testing process to become one of our translators. We favour a smaller and specialized lineup of translators of about 3,000 to provide the diversity and range to handle any project. Our translators come from areas such as medicine, legal, engineering and more, and they are experts in their subject areas. They possess degrees, and are members of associations that relate to their subject of expertise.



## OUR PEOPLE – BEHIND THE SCENES THEY MAKE THE DIFFERENCE

There is no doubt that our drive to serve with urgency and care comes directly from how our staff operates. The difference they make is how they ensure that every project is handled according to our system. We follow Elite Project Management, which involves thinking a step ahead to ensure a smooth translation process for all of our clients' projects.

Deadlines are only one part of the process, and our project managers are ready to handle even the most complex projects. Many of our projects are long, intensive documents and manuals. Here is how we see everyone's role in the translation process and how important it is to achieving the standards of a technical corporate document.







# Factors Involved in Quoting Your Project

Our efficient system for quoting projects allows for transparency in our quoting process and also maintains the standards that allow us to deliver highly technical projects with confidence. Not every translation is the same. We have clients who hire our firm to translate marketing plans, and we also have engineering firms who use us to translate autoCAD plans and manufacturing companies who have us translate their user manuals. Here's what goes into creating a quote:

## SUBJECT MATTER



We examine the project's subject matter to see how technical the projects is. The more technical it is, the more restricted the number of translators available for our project (e.g., we may need translators with an engineering background and automotive experience). Doing this clarifies the difficulty of the project as well as how complex it may be.

Identifying the language combination comes next. Is this a multi-language project? The more languages needed, the more specific project management attention to maintain optimum project performance. Are the languages obscure or more common? Well known translators offer a larger pool of translators than less-spoken tongues.

## LANGUAGE



## SIZE OF PROJECT



The amount of material to translate is assessed next. The average manual is about 150 pages long, and depending on the number of languages you need your manual translated into determines the size of the project. As the size of the project increases, so does the number of Project Managers needed to handle your project smoothly.

When do you need your translation? We understand your needs, and we work around your schedule to make it easy for you to do business. The average translator completes 2,000 words per day. Your deadline determines whether we need to assemble multiple-translator teams to complete your project.

## DEADLINE



## PROJECT REQUIREMENTS



We evaluate the overall scope of the project and put teams together to manage every aspect. Does the project require us to put together a graphical output design for desktop publishing in Adobe InDesign, FrameMaker or Quark? We consider whether additional work and research must be performed to complete the project.

After evaluating all of these factors we put together a quote that allows us to handle these aspects so we can continue doing what we love to do – helping companies communicate and grow their operations.



## Translation Services

### TECHNICAL

We utilize the power of highly knowledgeable translators with experience in the industries for which they translate to produce highly accurate technical translations on tight deadlines. We leverage this expertise to save time and increase accuracy by having translators who already understand the specialized terminology of the industries for which they translate.

### MANUAL

User manuals, employee manuals, and product manuals are essential ways businesses communicate with internal and external audiences, which is why we understand how important it is to have these materials translated with complete accuracy and also fluid readability to ensure your audience receives vital information in a useable way. We use only the most experienced translators who work regularly with manuals to translate your documents.

### MARKETING

Marketing materials are the way your business reaches its consumers and clients; therefore, these documents need to be translated perfectly every time. That's why we work only with translators who have deep insight into the cultures of the languages we translate into, so we can ensure that your marketing materials aren't just accurately translated but are also culturally appropriate for the target audience.

### LEGAL

Whether you need depositions or contracts, letters or deeds, or other legal documents translated, we have experienced translators with knowledge of legal processes and terminology who can bring that knowledge to bear in translating your documents. We translate with the extreme accuracy legal materials require on the tight deadlines legal proceedings often necessitate.

### MEDICAL

Medical materials require absolute accuracy in translation because often they are a matter of life and death. We understand this and work with translators who have a deep knowledge of the medical world to ensure that your materials are always absolutely accurate. We also have experience adapting translations for different audiences, including non-specialists, as needed.

### FINANCIAL

In the world of finance, fortunes are won or lost over the smallest of details. That's why we translate with a commitment to accuracy backed up by translators who have years of experience working with financial documents. Our translators understand the financial industry and its specialized language and use that knowledge to ensure that every translation is one you can bank on.

### WEBSITE / SOFTWARE

We provide translation services designed not just to translate websites and software but also to localize and adapt them for the cultural needs of the language users of these materials. Whether it involves adapting software for languages that read right-to-left or selecting among synonyms for the right connotation, we understand your audience and can translate the best way to meet their needs.



## Why Us? Competitive Advantages

Our #1 goal is to make it easy for you to do your business while we handle your language needs. In doing this there are a variety of points we'd like to emphasize that show that we make it easy for you to do business: See our website and newsletters online to learn how we've helped other businesses in your situation.

### **Adherence to Top Industry Standards**

Technovate Translations is certified and audited for both major standards in the industry (EN 15038 - 2006 – USA and Europe) (CGSB 310.10 – 2008 – Canada). This means that you don't have to worry whether your project will meet your standards for quality and accuracy. We work together with your systems to ensure optimum translation results.

### **24-hour Client Care & Emergency Translation Services**

Depending on your projects needs, we ensure that it's delivered on time, whatever it takes. Many times that means working after hours and weekends. Ultimately the project gets done right.

### **Custom Project Management System**

Our custom project management system allows us to pilot any project to delivery, from project quoting to translator selection, quality control system and client follow-up.

### **More than 3,000 Translators and 200+ Languages**

Our translator talent allows us to handle any project under the sun. We continuously add new translators as our needs grow and ensure that all of our translators are the best in their industry.

### **Experts in Every Field**

Whether we undertake a legal project or an engineering project, we have the experts you can work with. We work with you to select the experts from our team you wish to work with by trying them out on a sample translation so you can work with the style you prefer.

### **Deep Knowledge of Project Fulfillment**

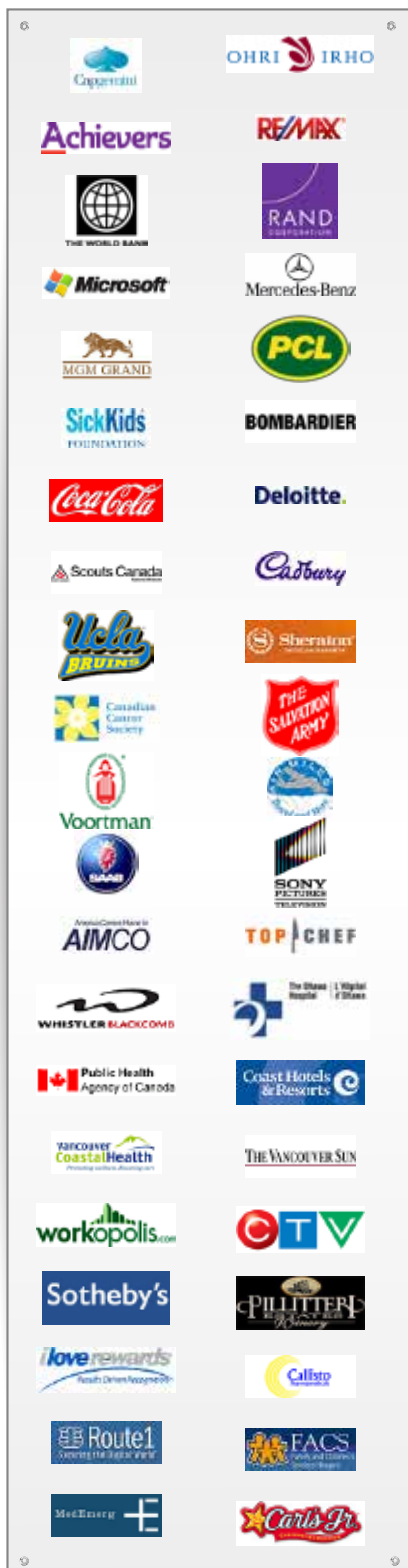
All of our project managers are fully trained in our systems and ensure that they are followed for optimum translation results.

*See our website and newsletters online to see how we've helped other businesses in your situation.*





## Clients & Testimonials



"My experience with Technovate has always been extremely friendly, professional and fast! I will continue to work with Technovate and would not hesitate to recommend them to others. Thanks,"  
— Devon Kennedy, The Star Group

"It was very professional. I can refer Technovate Translations to whoever needs translation!"  
— Baycor Fibre

"You my dear have saved or bacon!! Thank you so much! We will be back soon with the other projects that we discussed. Happy Holidays!"  
— fortuneproducts.com

"Thank you very much. We are very pleased with the service and you are very courteous and professional. Best regards,"  
— Biotest Pharmaceuticals Corporation

"I have been very pleased with the service and people I have dealt with. I will continue to use your service for any projects that I have in the future."  
— ADR Chambers

"The last round of translation was perfect! Thank you very much for your help. I'll be sure to pass your info on to my colleagues. Great job and fantastic customer service!"  
— J.P. ONNI GROUP

"The overall translation was very well done. Again thank you very much for the quick turnaround and quality."  
— Bevertec