



## Operating Manual Translation Services



Technovate's technical translation division works with thousands of businesses annually to ensure that the translations of all their technical documents and manuals are accurate, handled with care and, most importantly, delivered on time. Follow our outline below and see how Technovate handles even the most complex of projects.

### Some of the types of manuals and guides we translate include:

▶ User Manuals

▶ Operator Manuals

▶ Product Manuals

▶ Service Manuals

▶ Policy Manuals

▶ Procedure Manuals

▶ Training Manuals

▶ Standards Manuals

▶ Reference Manuals

▶ Instructional Manuals

▶ Field Guides

▶ Specification Sheets

Here's more information about how we work, the solutions we offer, and what our clients are saying about our technical manual translation services.

#### Meeting Challenges

A complex user manual translation project offers challenges to even the most experienced of clients. These documents are detailed and complex, and they carry the weight of teaching clients how to use products. Specialized individuals work together to devise these documents. Rendering the same meaning into a variety of languages that you may not even speak can be daunting. When Technovate Translations takes on a project like this, we carefully organize an effective process to ensure the end product is of the highest quality.

***What is your company doing to face new challenges?***



#### The Benefits of Working with Technovate

Technovate is a leading North American translation agency whose focus is to make it easy for our clients to do their business. We facilitate the most complex projects into a seamless process.

- ▶ Your deadline becomes our deadline, and we enact the solutions necessary to complete your project on time, accurately and on-budget
- ▶ We follow the highest standards the industry sets (EN 15038 in Europe/US and CGSB-CDN)
- ▶ Our project managers act as standard bearers for your project, overseeing every project from beginning to end and delivering it on time and accurately.

***Is your current translation provider up to quality standards?***





## Innovations

We handle each technical project with our proprietary knowledge and individualized processes, which keeps our customers happy and returning time and again. Our proprietary enterprise resource planning database allows us to control the most difficult projects with the click of a mouse. Our detailed quality control system reviews every document twice after translation. This makes us a nimble, mobile and resourceful agency with the resources to handle the largest projects. Our proprietary processes enable us to handle even a complex, multi-specialist project where the translator, reviewer, desktop publisher, and writer all work together to complete a project smoothly.

***Are your translations always delivered on time?***



## Solutions We Provide

As a leading translation agency, we can work with your team as closely or as independently as you would like. We provide the following customizable solutions:

**Expansive Translation** – We provide the written document in an MS Word-editable file that allows your internal team to customize it to your needs.

**Translation with Desktop Publishing** – We put together a team of translation specialists with industry knowledge in your field along with the designers needed to replicate your manual in a print-ready format that can be shipped with your project.

**Technical Writing with Translation and Desktop Publishing** – We bring together specialist writers to author your manual along with your internal team and then provide specialized translation along with the final design for your shipment-ready document.

***Can your current language solutions be improved?***



## The four most important areas we focus on:

### 01 Translators with Industry-Specific Experience

Our translators working on your project are not only highly qualified but also have industry-specific experience and the right background knowledge for your project.

### 02 Elite Project Management

Some technical projects are more complex in nature, and many involve putting together a team. Our most experienced project managers will pilot the project for your company to ensure the project is running smoothly and delivers extreme accuracy.

### 03 Following Our Translation Process

Over the years we have developed an exclusive set of technical translation processes that allows us to translate the most complex documents and deliver our projects with confidence to our clients. (see our translation process here)

### 04 Our Quality Control Process

Every technical operation must have a quality control process to ensure every step is followed and quality is being met every step of the way. (see our QC process here)



## The Last Step - Finalizing Your Manual

When you are working on designing and finalizing your document there are two desktop publishing programs that are important: InDesign and FrameMaker. Many companies often struggle to select the better program for their purpose, so we have put together a brief outline of each software's strengths:

**Id**

**InDesign:** InDesign offers better design options and simple ways to create documents with multiple separate blocks of text, such as pages of a pamphlet or the multiple stories of a newsletter. If your technical document or manual is very short then this may offer better options for design and layout.

**Fm**

**FrameMaker:** FrameMaker offers more options for working with longer documents. It is designed specifically for longer documents like user manuals. It lends itself more easily to documents that span hundreds of pages and include many illustrations. It is better at maintaining consistency with certain types of text elements and ultimately in the appearance of the final document.

Whichever program you choose, Technovate is here to make it easy for you to do business. We work with both these formats and several others listed below. Simply speak with your account manager, and they'll help you decide or work with whichever software you choose.



## Testimonials – What our clients are saying

Working with Technovate Translations on a project for Mexico turned out to be a perfect match with our company. We had to develop a training program for a machine that we built and sent to Mexico that required a full set of manuals and a PowerPoint presentation. Technovate was very helpful in coordinating with me and the translators at their facility to provide exactly what we needed in a very timely and cost-efficient manner. The training was carried out without a hitch.

**Jim Chamberlain, Rock Tool & Machine**

I just wanted to thank TECHNOVATE TRANSLATIONS for the outstanding job you performed for our company recently ... my gut feel from our initial conversations encouraged me to work with you as I had originally intended only to work with a European based translation company due on the location of our HQ ... I was reassured that you knew what you were doing, could handle the difficult timings that we had to work with and had the team behind you to hit the deadlines even though we were working in different time zones.

As expected, even with (on occasion!) not even 24 hours to turn around our translations, you guys hit the mark time and time again. We even tested the quality of the translations with some Chinese associates to be confident that what you were supplying us with was of top quality... and it was. No amendments required. I was delighted and, obviously, relieved that I had found a company that I could trust to work alongside me with this demanding task I had been saddled with.

I can highly recommend TECHNOVATE TRANSLATIONS to any company around the globe that is looking for a professional, friendly and trustworthy translation

**Niki Johnson, HI-TEC INTERNATIONAL HOLDINGS**

As an engineering consulting firm president, I have a many pressing deadlines to meet that can rarely be exceeded. Being late with a foreign government application document or a securities regulator technical report is not an option. Technovate has fulfilled and exceeded our expectations for its translation delivery of a complex technical document on time and on budget.

**Eugene Puritch, P.Eng.  
P&E Mining Consultants Inc.**

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**