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As a Lingotek Customer
You’re in Good Company

What makes Lingotek unique is our track record of building, powering and managing the most successful and vibrant multilingual content solutions for organizations spanning the globe. In fact, 95% of our customers renew each year.

Our clients represent a cross-section of all industries. Our experience and expertise in providing professional translation services guides our customers through the complexities that are inherent to translation and localization. Our cloud-based translation platform has been deployed at innovative organizations from large Fortune 500 corporations and government agencies to small professional service firms.

A FEW OF OUR CUSTOMERS ARE:
The Challenge of Translation and Localization Today

International companies need to translate their content to successfully manage global expansion, but are often hobbled by the complex nature of traditional, offline vendors and tools that were built around the print publication model. Companies that fail to recognize the challenges surrounding the continued use of legacy translation processes in the digital age end up with never-ending translation projects or, even worse, translations that lack the professional polish to see the light of day. This, in turn, leads to expensive time and cost overruns as well as the lack of a multilingual localization governance strategy that is able to keep up with the rapid pace at which new content is created.

Legacy translation - copying, pasting and sending large amounts of content for translation by a professional language service provider - is too slow and laborious to adequately handle today’s continuous publishing model. In fact, utilizing offline translation vendors and tools often blocks localization projects before they even begin as the process becomes both time- and cost-prohibitive. In recent years, the translation industry has begun to embrace cloud-based solutions, such as Lingotek’s, that leverage a hybrid translation management approach to allow for a more agile, cost-effective and rapid translation and localization process. Lingotek’s cloud-based solution provides new opportunities for companies of all sizes to tailor their translation workflows to the varying value of content types and to expand their global market share by reaching new customers in a cost- and time-effective manner.

“Using Lingotek – Inside Drupal has been fantastic; the change in process for translation is huge. Emailing file attachments around seems so archaic.”

Chris Vitti
Director, Websites and Marketing Systems
Alfresco
Lingotek takes a holistic approach to translation management—spanning the entire content lifecycle to ensure that your corporate message efficiently reaches your global audiences.

**INSIDE**

The power to translate is now inside your enterprise applications. Lingotek’s cloud-based TMS has deep integrations into an array of enterprise applications enabling clients to manage all of their multilingual content from document and software localization to web content translation.

**TRANSLATION MANAGEMENT SYSTEM**

Lingotek’s cloud-based Translation Management System helps your business access new markets and customers to grow your global presence.

**LANGUAGE SERVICES**

Our unique web-based Translation Management System allows our Language Services team to easily and effectively manage your content strategy into hundreds of languages, thereby allowing you to efficiently do business in any global market.
The Lingotek Solution

People, Process and Technology

Lingotek | The Translation Network enables the creation and management of multilingual content inside and across all of your enterprise applications. The Lingotek solution leverages People, Process and Technology. We have unparalleled expertise in web content, documentation and software localization and employ a proven translation and localization process. This, combined with our cloud-based translation management system, empowers enterprises to engage customers globally.

PEOPLE

A team of experts: Lingotek has a network of over 5,000 in-country translators as well as complimentary translation and localization software that provides bilingual speakers with contextual translations of words and phrases rather than simpler sentence-based translation systems.

Verified resources: Lingotek has developed key performance indicators that allow us to track data throughout the any given project and to check on how your resources are doing.

Technical knowledge: With eight years of experience in collaborative translation and localization software and services, Lingotek is the most mature cloud-based solution on the market today.

Crowd compatible: Assign roles to your users to distinguish between translators, reviewers and project managers. Users can also be assigned to teams to help with resource allocation. If crowdsourced translation is your aim, you can allow users to sign up and self-form teams.
NUMBER

Automation of processes: Lingotek is able to limit the amount of human interaction in processes and as a result errors and unnecessary mistakes can be significantly reduced. Our powerful rules engine allows you to trigger actions throughout the project lifecycle from notifying a reviewer when a translation is ready for review to reporting project status to an external system.

Measured productivity: Using the Lingotek Translation Management System, clients are able to track metrics around productivity of linguists therefore ensuring projects are finished on time.

Certified quality: Lingotek can help ensure high-quality translation through a number of automated quality checks. From spelling and grammar to formatting and glossary adherence, Lingotek reports and tools make it easy to audit the work of your translators.

Continuous improvements: Lingotek is constantly updating it processes and procedures for continuous improvements in your translation projects.

TECHNOLOGY

Cloud-based ecosystem: Lingotek’s cloud-based file system and online workbench enables linguists to work collaboratively on the same document at the same time. Translators and reviewers see one another’s edits in real-time and can chat with one another from the Lingotek workbench. Additionally, Lingotek provides segment-specific notes for instant collaboration.

TMS: Lingotek has the most mature, full-featured, cloud-based TMS on the market providing users with the industry’s most advanced tools for streamlining the translation process. With the Lingotek TMS, you have all your resources at your fingertips from translation memories, glossaries and terminologies to machine translation, formatting and community voting.

Deep inside integrations: Lingotek has the industry’s only Translation Management System Multilingual API enabling our out-of-the-box integrations with popular web applications: CMSs, eCommerce platforms, knowledge bases, product and support documentation, social business software, marketing automation suites, desktop files and even software localization.

Machine translation: Material that is of indeterminate value or time sensitive can be quickly and inexpensively translated using one of several machine translation engines. Lingotek seamlessly integrates with all of the leading MT providers and can even help train your MT engine to produce more accurate translations that are specific to your industry and fine-tuned for your business.
Lingotek’s Language Services
Lingotek offers translation and editing into 100+ languages. Our professional localization project managers assemble translation teams based on the domain and degree of technicality of the content. Lingotek has a network of over 5,000 + in-country, rigorously verified professional linguists ensuring that we can always find the right translator for your work. Our unique cloud-based Translation Management System allows our Language Services team to easily and effectively manage content into hundreds of languages. Our technology-enabled services offering creates a unique ecosystem to allow full-scale collaboration between all teams involved.

Language and Translation Services
Your content is going places: The skill and expertise of our translators as well as our proven process of translation matched with the exacting standards of our translation project managers make Lingotek a winning combination.

5,000 + CERTIFIED LINGUISTS
We have a network of over 5,000 + linguists—the best in the industry. All of our translators are native speakers of the target language and recognized experts in their subject areas. They are rigorously selected professional translators who are tested and evaluated by Lingotek’s quality management team. In addition, they are accredited by translation and interpretation industry organizations such as: Institute of Translation and Interpreting (ITI), American Translators Association (ATA), Société Française des Traducteurs (SFT), United Nations, US National Association of Judiciary Interpreters and Translators Institute of Linguists.

ASSET MANAGEMENT AND CREATION (GLOSSARY, TRANSLATION MEMORY, TERMINOLOGY, STYLE GUIDES, ETC)
Your company will benefit from creation of standard localization assets, namely glossaries, translation memories and style-guides. These assets help to educate linguists about your company and are invaluable resources throughout the entire translation and localization process. Localization assets guarantee consistency and quality of translations.
WEBSITE LOCALIZATION?
When it comes to large scale customer-facing website translation initiatives, there is no one that can match the breadth and depth of Lingotek’s experience. Simply put, website localization, and website translation is exactly what we do all day, every day. Melding world class integrations, flexible workflows and technology with the art of on-brand linguistic and cultural adaptation has been the foundation of our success.

SOFTWARE LOCALIZATION?
Through a full range of software localization services, Lingotek helps clients succeed in the global market by localizing their products and software applications into any language. Our process and integration partners ensure that all localized software is functionally, linguistically, and culturally flawless.

MULTIMEDIA LOCALIZATION
Through a full range of multimedia localization services, Lingotek helps clients succeed in the global market by localizing their multimedia projects into any language. Our process ensure that all multimedia localization is functionally, linguistically, and culturally flawless.

DOCUMENT TRANSLATION
Lingotek utilizes a network of over 5,000+ translators—the best in the industry. All of our translators are native speakers of the target language and recognized experts in their subject areas. They are rigorously selected professional translators who are tested and evaluated by Lingotek.

MULTILINGUAL DESKTOP PUBLISHING
The Lingotek Translation Network includes desktop publishers who are experts in tools such as InDesign, Photoshop, Adobe Illustrator, Quark and many others. Once translations are complete, our DTP team will integrate the translated content into your original designs.
AUDIO AND VIDEO LOCALIZATION

Lingotek can manage much more than text-based content. For voiceovers of films, television commercials, or corporate training videos, Lingotek has a large selection of professional talent available. In fact, we work with multilingual voice talent and studios across the globe to offer quality audio and video localization.

TRANSCREATION

Lingotek understands the investment that companies make in marketing and content creation. Your creative marketing content is an important asset to your company, and thus it is important to make sure the tone, voice and style is not lost in translation. Our skilled teams of Marketing and Branding “transcreators” will localize your creative content taking special care to make sure the tone and style resonate with the target locale.

Solution Deployment

Enabling World Ready Solutions: Lingotek’s Solution Deployment services establish the business process and technical foundation for enabling multilingual communication.

CONTENT AND PLATFORM AUDIT

Our clients depend on Lingotek to have in-depth knowledge of all major enterprise applications. We bring an unparalleled understanding of multilingual workflow implementations and provide our clients with proven strategies for content localization that will seamlessly integrate into their existing content creation processes.

DEPLOYMENT BLUEPRINT

Faced with an increasingly competitive business environment, our clients are under tremendous pressure to rein in their diverse marketing activities with well-designed deployment blueprint. Lingotek services can help put together a deployment blueprint that will ensure your success.
TECHNICAL ACCOUNT MANAGEMENT
With nearly 20 years’ combined experience, Lingotek has the knowledge and global reach to provide you with the highest-caliber talent that will fit your precise requirements to make your multilingual projects a success.

SUPPORT AND MAINTENANCE
The concept of outsourcing your translation and localization support and maintenance is simple: Put your entire Translation and Localization Department in the hands of a contractor so that you can focus 100% of your energy on your core business.

LOCALIZATION ENGINEERING
Our Localization Engineers are experts in handling a wide variety of file types. These highly-specialized engineers will certify the integrity of your technical file types is preserved throughout the localization process meaning your team does not have to.

FUNCTIONAL TESTING
Once localized content has been reimported into your application, Lingotek will navigate through the entire UI to identify any issues, log them and report back. Our bi-lingual testers will work with your internal teams until the application is ready for launch.

**Business Process Outsourcing**
**Enabling World Ready Global Business Process:** With over 20 years’ combined experience, Lingotek business process outsourcing has the knowledge and global reach to provide you with the highest-caliber talent that will fit your precise requirements.

DEDICATED ACCOUNT MANAGEMENT
Experienced account management – Our localization managers have many years of experience handling translation projects like yours. Our experts include a university professor of translation and an industry-recognized localization manager-of-the-year.
VIRTUAL LOCALIZATION TEAM

Virtually every business today is faced with specialized staffing needs, and finding the right talent can be challenging. Drawing from our extensive global network of job seekers, we will provide you with a short list of highly qualified candidates that fit your exact specifications to help you with your translation projects.

MANAGEMENT OF CORPORATE STAKEHOLDERS

For organizations that have established internal departments to handle localization and other functions unrelated to your core business activities, Lingotek will help you manage all of the corporate stakeholders in a seamless fashion and the result is measurably better results at a fraction of the cost.

CERTIFIED QUALITY COMMITMENT

Experienced Managers – Our localization managers have many years of experience handling translation projects like yours. Our experts include a university professor of translation and an industry-recognized localization manager-of-the-year. Lingotek is also in compliance with the ASTM Quality Assurance in Translation Designation: F2575 - 14

VERIFICATION AND VALIDATION

Prior to final sign-off, Lingotek will ensure that translations are displaying properly in their final environment. This verification and validation service not only checks translation coherency, but also identifies any errors common to the reimport process, whether it be a website or design files. candidates that fit your exact specifications to help you with your translation projects.
Solutions Guide

Lingotek offers a variety of installation options and translation and localization services to meet the ever-expanding needs of our clients.

HOSTED SAAS

Need a hosted solution with no software to deal with? With our hosted SaaS, clients can simply log into our web-based platform to access every aspect of the translation process. We take care of the rest.

PREMISE INSTALLATION

Whether it is for the Federal Government or an implementation in a very large enterprise, Lingotek can license its software. Contact us for details.

DOCUMENT TRANSLATION

From web content to Office files, Lingotek has got you covered. Lingotek supports several open standards (SRX, ITS, FPRM) for customizing which text gets imported and how it gets segmented. The Lingotek TMS supports rich-text translation (exports to original file format) of all of the most common document types including:

• The Microsoft Office Suite
• Industry standard exchange formats, such as .XLIFF, .TMX and .TBX
• Web languages such as HTML and XML
• Adobe InDesign XML format and more!

PRODUCT SUPPORT DOCUMENTATION LOCALIZATION

Delivering a truly multilingual application means both product support documentation (accompanying user guides, release notes and how-to articles) and software localization keep pace with development and that all three components - documentation, UI Localization and software development - deliver on the same cadence.

Lingotek Inside your enterprise applications, code repository and product documentation system paired with the Lingotek TMS provides you with a fully automated solution for localizing all content throughout your organization.
SOFTWARE LOCALIZATION

Send us your software localization files, or allow us to help you automate the process by integrating your code-repository with our TMS. As developers commit new or updated code:

- Filters identify the UI strings needing translation within each code-commit
- UI strings are automatically uploaded for translation
- MT provides QA with an immediate prototype for review
- High-quality human translations are worked-on in parallel
- Translated strings are downloaded back into the code repository
- Build and deploy using continuous integration

Ideally, the entire process is automated allowing you to leverage your continuous deployment systems to achieve continuous translation.
About Lingotek

Lingotek | The Translation Network enables the creation and management of multilingual content inside your enterprise applications. The Lingotek solution leverages People, Process and Technology. This, combined with our cloud-based Translation Management system, empowers enterprises to engage customers globally. Lingotek was founded in 2006 and has received broad industry and analyst recognition. Lingotek is privately-held and backed by Signal Peak Ventures and In-Q-Tel.

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