# Table of Contents

Current Lingotek Customers ................................................................. 2  
The Challenge of Translation and Localization Today .......................... 3  
Lingotek’s Complete Offering .............................................................. 4  
The Lingotek Solution ....................................................................... 5  
Enterprise Translation Hub ................................................................. 7  
Features of the Lingotek TMS ......................................................... 8  
Content Value Index ..................................................................... 11  
Solutions Guide .............................................................................. 12  
About Lingotek ............................................................................. 14
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:

[Image of logos]
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.

**GLOBAL SOLUTIONS**
Our unique web-based Translation Management System allows our Global Solutions 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.
PROCESS

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.
Enterprise Translation Hub

Lingotek is more than just a Translation Management System. It’s an Enterprise Translation Hub that provides centralized storage and access to all of your linguistic assets. The Lingotek hub allows you to reuse multilingual content across all of your enterprise applications and easily keep track of the localization projects that are running between them.

HOW IT WORKS

With Lingotek all of your multilingual content is created and managed in the cloud where it can be easily accessed and reused across the entire enterprise. The Lingotek Inside suite of plugins provides out-of-the-box integrations with a multitude of popular web applications including: Confluence, Drupal, Microsoft SharePoint, Oracle WebCenter, WordPress and many more.

Our industry-leading DevZone provides you with all the necessary tools to leverage Lingotek’s Multilingual API in order to translate content in any type of web application. Furthermore, we provide real-time statistics, unrestricted access and clear visibility into your company-wide multilingual assets through our interactive dashboard.
Features of Lingotek’s Translation Management System

*Translate at the speed of cloud*

**PROJECT CREATION**
You can streamline the creation of new translation projects by including common settings in your workflow. Pre-select languages and resources and pre-assign your translators as part of the workflow definition, then be amazed by how easy it is to create your next project.

**FILE PREP**
Lingotek seamlessly pulls in your content and prep it for translation by removing all of the non-translatable elements and breaking the text into bite-size segments to aid the translation process. Once your project is complete, Lingotek exports the translated content in the originating file type, with all of the original images, style and formatting still intact.

**TRANSLATE IN THE CLOUD**
Lingotek’s translation workbench is the most powerful and easy-to-use online translation editor available today. You have all your resources at your fingertips – from translation memories, glossary and terminologies to machine translation, formatting and community voting.

**TRANSLATION STAFFING MADE SIMPLE**
Finding the right people to do your translations can be a daunting task, but Lingotek makes staffing both flexible and easy. We have you covered whether you’re using an agency, employees, freelancers or a crowd.
TRANSLATION REUSE
Translation memory (TM) is created from human translations to reduce cost and increase speed and accuracy through reuse of your professional and community translations. Already have TM from your existing LSP or TMS? No problem. Lingotek supports easy upload of your existing TM files.

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.

TM VAULT MANAGEMENT
Lingotek allows you to determine where the translation for each document is stored. Multiple Lingotek storage vaults can be added to a translation project for future reference and leveraging.

REAL-TIME PUBLISHING
With Lingotek’s workflow engine and application integrations, you can publish translations to your website without lifting a finger. As each piece of content completes its workflow, Lingotek can be configured to automatically publish the translation to your enterprise application.

INTEROPERABILITY
Lingotek uses industry-standard exchange formats for interoperability with third-party translation tools. Furthermore, Lingotek’s open Multilingual API can be used to leverage the power of Lingotek’s workflow engine wherever your content is stored.
**ACTIONABLE ANALYTICS**

Have a tight budget and need help deciding which content to translate and into which languages? Lingotek can help. We provide you with web analytics that show you where your web visitors are coming from and which pages they’re looking at. Push a button and we take care of rest.

**GAMIFICATION**

If you’ve opted for community translation, we have reports that help you see who your star translators are. Our configurable point system allows you to incentivize your volunteer workforce however you see fit. Real-time point tallies on the leaderboard and workbench motivate translators to increase their contributions.

**MULTILINGUAL API**

Have a homegrown application or some other file repository we don’t already integrate with? Lingotek’s open Multilingual API can be used to automate file transfer between Lingotek’s TMS and wherever your content lives.

**PRIVACY**

Content stored in the Lingotek cloud is fully secured and kept private to your organization. Role-based authorization ensures that users only see those data components to which they’ve been granted access.

**WE TAKE THE “WORK” OUT OF WORKFLOW**

Lingotek has combined our powerful and customizable workflow engine with an intuitive and easy-to-use interface. Lingotek adapts workflows to fit your content’s translation needs by matching your timeline and budget to the content’s relative value. From machine translation post-editing to professional and everything in between, Lingotek has the right workflow for every content type and budget.
Content Value Index

Not all content is created equal and thus Lingotek has developed a Content Value Index (CVI) in order to easily identify the relative value of each content type and create customizable workflows that correspond to each type.

### Professional
Using paid experts is sometimes the correct choice for particular kinds of material, such as official publications. The right technology, workflow and project management practices minimize time and cost and maximize content reusability.

### Community
Your users are often the best available experts on your global message. Transcreating with community users provides colloquial and subject matter accuracy for lower cost and reasonable speed.

### Automatic
Sometimes the general meaning of a text is all you need or want from your translation. In these cases, machine translation with translation memories provide the perfect combination of speed, accuracy and cost.
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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