

# Language Services Offer

The document is determined only for the internal need of the client's company. No part of the document may be published or made available to the third party without the consent of  
ALIAS TRANSLATION

ALIAS

**2008**

## 1 CONTENTS

<b>1</b>	<b>CONTENTS.....</b>	<b>2</b>
<b>2</b>	<b>ABOUT ALIAS TRANSLATION.....</b>	<b>3</b>
<b>3</b>	<b>LANGUAGE COMBINATIONS .....</b>	<b>3</b>
<b>4</b>	<b>FIELDS OF EXPERTISE.....</b>	<b>4</b>
<b>5</b>	<b>SERVICES .....</b>	<b>4</b>
<b>6</b>	<b>HW AND SW EQUIPMENT .....</b>	<b>5</b>
<b>7</b>	<b>FILE FORMATS .....</b>	<b>6</b>
<b>8</b>	<b>RESOURCES.....</b>	<b>6</b>
<b>9</b>	<b>WORKFLOW .....</b>	<b>7</b>
	9.1 Analysis and quotation.....	7
	9.2 Preparation of resources / work assignment .....	7
	9.3 Translation and processing .....	7
	9.4 In-house quality check .....	7
	9.5 Final revision.....	7
	9.6 Delivery to the client.....	7
<b>10</b>	<b>QUALITY ASSURANCE .....</b>	<b>8</b>
	10.1 Human resources.....	8
	10.2 Data security.....	8
	10.3 Quality checking procedures.....	8
<b>11</b>	<b>TRANSLATOR SELECTION PROCESS .....</b>	<b>9</b>
<b>12</b>	<b>OUTPUT IN 2007 .....</b>	<b>9</b>
<b>13</b>	<b>REFERENCES .....</b>	<b>10</b>
<b>14</b>	<b>CONTACT DETAILS.....</b>	<b>12</b>

ALIAS

## 2 ABOUT ALIAS TRANSLATION

ALIAS TRANSLATION is a language service provider based in **Slovakia, Central Europe**, with a branch office in the Czech Republic. Our cultural understanding of this area makes us a professional, long-term partner for meeting client needs for translation, interpreting and localization.

Our most valued assets include an individual approach to each client and our large team of experts, who include qualified professional translators – native speakers of the target language – proofreaders, terminology experts, DTP and IT specialists and experienced project managers.

With our knowledge and understanding of the **Central and Eastern European region and languages** we are a reliable partner for languages such as Belarusian, Bulgarian, Czech, Croatian, Estonian, Hungarian, Latvian, Lithuanian, Polish, Romanian, Russian, Serbian, Slovak, Slovenian, and Ukrainian.

Our fields of expertise include medicine, law, technology, business and commerce, information technology, localization, complex graphic processing and other areas.

In order to provide the high quality language services required by domestic entities, foreign investors, transnational corporations, world providers of translation and localization services and further subjects, we offer a multifaceted service package.

## 3 LANGUAGE COMBINATIONS

<p><b>Source language</b>          Danish, Dutch, English, Finnish,          French, German, Italian,          Norwegian, Portuguese,          Spanish, Swedish</p> <p><b>Target language</b>          Belarusian, Bulgarian, Czech, Croatian,          Estonian, Hungarian, Latvian,          Lithuanian, Polish, Romanian,          Russian, Serbian, Slovak,          Slovenian, Ukrainian</p>
---

Prices starting at **EUR 0,09/\$ 0,119.**

## 4 FIELDS OF EXPERTISE

- **Medicine**
  - medical science, medicines, pharmacy, genetics, immunology etc.
- **Technology**
  - transport, electronics, energy, mechanical engineering, telecommunications, automotive, construction civil engineering etc.
- **Business and commerce**
  - banking, tax, investment, economics, finance, insurance, accounting, marketing, PR etc.
- **Information technology**
  - software, hardware, ERP systems, e-commerce, networks etc.
- **Law**
  - contracts, patents, EU legislation, certificates, diplomas etc.
- **Other**
  - environment, ecology, politics, social sciences etc

## 5 SERVICES

### a) MAIN SERVICES

- **Translation and proofreading**
  - various language combinations
  - various fields of expertise
  - translation by native speakers
  - legal certification
- **Localization services**
  - website and software localization
  - software engineering and testing

### b) ADDITIONAL SERVICES

- **Complex graphic processing**
  - DTP and pre-press layout
  - graphics/screenshots
  - pre-press review
- **Terminological glossaries**
  - preparation of terminological glossary directly for the individual client
- **Multimedia**
  - subtitles, voiceover, dubbing, presentations

## 6 HW AND SW EQUIPMENT

### Hardware

Device	Number	Specifications
PC	5	2,27 gigahertz Intel Pentium M, RAM 512 MB, HDD 60,01 GB
Scanner	1	CanonScan LiDE 25
B/W Printer	1	HP LaserJet P 2015
Copier	1	Minolta EP 1054
DVD-RW	3	Optiarc DVD RW AD-7530A
Internet connection		ADSL 1655 MBit/211,8 kBit
ftp server		

### Software

CAT tools	Version
Trados Workbench	7.5
TagEditor	7.5
Win Align	7.5
SDLX	2006 (Build 6010)
Wordfast	
Transit	Satellite PE
Application	Version
MS Word	2003
MS Excel	2003
MS Power Point	2003
MS Access	2003
MS Publisher	2003
MS Outlook	2003
MS Frontpage	2000
MS Proofing Tools	2003
Adobe Acrobat	7.0
Adobe FrameMaker	7.1
Adobe Illustrator	CS2
Adobe Pagemaker	7.0
Adobe Photoshop	CS2
Corel Draw	9
Quark Xpress	6.5



## 7 FILE FORMATS

- **MS Office documents**
  - Word, Excel, PowerPoint, Visio
- **Corel**
  - Draw, PhotoPaint, WordPerfect
- **Adobe**
  - PDF, PageMaker, FrameMaker, Illustrator, Photoshop, InDesign
- **WWW files**
  - HTML, FLASH, PHP, ASP
- **Other formats**
  - XLP, XML, SGML, InterLeaf, QuarkXPress

## 8 RESOURCES

### Target language resources

Target Language	Percentage
Slovak	37%
Czech	21%
Polish	9%
Hungarian	6%
Russian	5%
Ukrainian	3%
Bulgarian	3%
Romanian	3%
Estonian	3%
Latvian	3%
Lithuanian	3%
Slovenian	3%

### Source language resources

Source Language	Number of translators in percentage
English	60%
German	20%
Other	20%



## 9 WORKFLOW

Every translation assignment is managed by a **project manager** who is the **primary point of contact** between ALIAS TRANSLATION and the client.

### 9.1 Analysis and quotation

- After receiving a new project the project manager confirms receipt and makes a brief analysis of it (subject, scope, timeline).
- The project manager submits a quote to the client for acceptance and confirmation.
- The order is entered in the information system.

### 9.2 Preparation of resources / work assignment

- The project manager chooses the most appropriate translator, proofreader, language consultants and/or other specialists and asks them to confirm the order.
- The project manager prepares all the necessary sources, CAT tools, terminological databases and other resources and provides them to all the language specialists involved.

### 9.3 Translation and processing

- Cooperation between the translator / language specialists and the project manager.
- The project manager oversees the project at all stages.

### 9.4 In-house quality check

- After receiving the translated document the project manager carries out the quality check (completeness, formatting, numeric data etc) and the forwards the document to a proofreader.
- The proofreader checks the document against the original, checks spelling, grammar, use of language, and style issues, and returns it to the project manager.

### 9.5 Final revision

- Final spell check and check of formatting.
- Where CAT tools are used, upgrade of translation memory.

### 9.6 Delivery to the client

- The final document is sent to the client in the required format.
- Confirmation of receipt from the client.
- Invoicing.
- Feedback to language specialists.

## 10 QUALITY ASSURANCE

Quality and accuracy are monitored throughout every stage of a translation project.

### 10.1 Human resources

At ALIAS TRANSLATION we ensure that all our activities are being performed **effectively** and with due **attention to detail**. We are operating in accordance with the **ISO 9001:2001 quality standards**.

Our large database of **language professionals located in the target language country** enables us to provide you with professional services. Furthermore, all our translators have to pass **subject-related language tests** in order to be added to our database.

Our experienced project managers are **client orientated**, fluent in written and spoken English or German, and always ready to assist you with your project. They act as a **central point of contact** and manage the project from the beginning to the end, ensuring sure that we **meet and implement all your expectations and requirements**.

### 10.2 Data security

We treat all the information in the material provided by the client as **confidential**. In addition, all our translators and proofreaders sign a **non-disclosure agreement** binding them to respect confidentiality.

We **backup the data on regular basis** and archive all our projects. No unauthorized person has access to confidential information. Quality firewall and regularly updated antivirus software also contribute to data security.

### 10.3 Quality checking procedures

To make sure our services meet the highest quality standards we pay close attention to quality checking.

First the project manager performs an **in-house check** and focuses on completeness, formatting, numerals and spell-check.

Then **proofreading** follows, which is done by a native speaker and/or terminology specialist. The aim of proofreading is to check the translated document against the original for grammar, style and content, and to ensure the text reads as if written in the target language.

This is followed by the **3rd party quality assurance**, which is done by an independent terminology specialist who checks the document for terminology, language quality, style, consistency, accuracy and other aspects.

## 11 TRANSLATOR SELECTION PROCESS

To ensure that our services are maintained at the highest quality level, all our translators have to have at least 5-year experience in translating in the specific field of expertise and appropriate references or go through a selection procedure and do a trial translation. The trial translation is then evaluated by an independent proofreader. Translators are screened for linguistic ability as well as in relation to their fields of expertise. Only those translators who satisfy the quality criteria are added to our database.

## 12 OUTPUT IN 2007

### Fields of expertise

According to our marketing statistics, our largest production output in 2007 was in the field of **engineering**. The number of translated words was over 4 million, which represents **38,21%** of all translation projects. The next most important are **marketing** with **19,10%** and **SW, IT, WWW** translation projects with **9,31%**. Other important fields of expertise include **law** (7,51%), **medical** (6,87%), **general** (5,57%) and **chemistry** (2,51%). The remainder comprised the automobile industry, finance, business, electronics, economics and others.

### Source and target languages

The leader in source languages is **English** representing almost **53,57%** of all output. The next most important are German (28,28%), Czech (8,76%) and Italian (4,66%).

The top five target languages are **Slovak** (20,65%), Czech (19,44%), Slovenian (11,48%), Hungarian (8,99%) and Russian (7,64%).

The total word count in 2007 was more than **10,8 million** translated words.



## 13 REFERENCES

### AREV Immobilien, GmbH

Field of expertise:	<b>Engineering</b>
Project description:	Building authority decision about building position
Language combination:	Slovak–German

### B.M.A.

Field of expertise:	<b>Engineering</b>
Project description:	Web page
Language combination:	English–Estonian

### Prespor

Field of expertise:	<b>Building industry</b>
Project description:	Manual – chimney system
Language combination:	Slovak–Hungarian

### Citibank (Slovakia)

Field of expertise:	<b>Business</b>
Project description:	Manual about ethics and behavioral norms – Company norms and regulations
Language combination:	English–Slovak

### B.M.A.

Field of expertise:	<b>Building industry</b>
Project description:	Web page
Language combination:	English–Estonian

## AstraZeneca AB

Field of expertise:	<b>Pharmacy</b>
Project description:	Human Resources Department procedures: procedure for employee selection and admission, education, training, evaluation, employee compensation, ethical code
Language combination:	Slovak–English, English–Slovak

## Schering-Plough CE AG

Field of expertise:	<b>Pharmacy</b>
Project description:	Medicine description leaflet; summary of medicine characteristics; Summit on antihistaminic – comparative pharmacological profiles of antihistaminic; International group of primary care for respiratory system – reference guide book for diagnosis and management of allergic systems
Language combination:	English–Slovak, Slovak–English, German–Slovak

## Eli Lilly Slovakia

Field of expertise:	<b>Pharmacy</b>
Project description:	Summary of medicine characteristics; written information for medicine user; request for approval of the change of type II in medicine registration
Language combination:	English–Slovak

## GlaxoSmithKline

Field of expertise:	<b>Pharmacy</b>
Project description:	Questionnaire research: Osteoporosis and bisphosphonates treatment in Slovakia; Lariam® versus Malarone®, research into the consequences of the treatment for children
Language combination:	Slovak–English Norwegian–Slovak



## 14 CONTACT DETAILS

**Name:** ALIAS TRANSLATION  
Registered in the Commercial Register at the District Court  
Bratislava, Section : Sro, Insert No.: 37495/B

**Office:** Sancova 102, 831 04 Bratislava, Slovakia

**Reg. No.:** 35 954 230

**VAT Reg. No. :** SK 20 220 55 200

**Name and surname:** Daniela Smihulova

**Position:** Branch Office Manager

**Telephone:** +421 2 556 48 028

**Fax:** +421 2 555 68 938

**E-mail:** info@aliastranslation.sk

**Web:** [www.aliastranslation.sk](http://www.aliastranslation.sk)

**Skype:** daniela.smihulova

Should you have any further questions or if you would like a quote for a specific project, please do not hesitate to contact our project managers, who are always ready to provide you with the necessary information or technical consultancy, or to propose a range of solutions in response to your requirements. We communicate in English and German.

Please note that our office hours are **8:30 a.m. to 4:30 p.m. CET**, Monday to Friday.

