Translation, Localization, and Multilingual Testing

Successful companies know that communicating in a customer’s native language is pivotal to achieving market penetration, traction, and ultimately, market share in foreign countries. Net-Translators was founded with the goal of helping growing businesses reach customers around the world by providing translation and localization services of the highest quality.

A decade later, with customers and operations on six continents, we continue to serve global companies in diverse industries through a comprehensive portfolio of language services, a world-class team of language professionals, and a proven, technology-driven project methodology. The times continue to change, but our commitment to quality, accuracy, consistency, and 100% customer satisfaction does not.

Why Net-Translators?

- **Experience**: Trusted by industry leaders around the world for over a decade
- **Award-winning Services**: Rated No. 1 in Translation Services by TopTenREVIEWS for two consecutive years
- **Quality & Efficiency**: Quality-centered methodology that optimizes efficiency, accuracy, cost, and schedule
A Complete Portfolio of Language Services

Net-Translators offers comprehensive translation, localization, and multilingual testing services in over 60 languages. From planning to worldwide deployment, we work with you to tailor the services and resources to your needs and budget.

**Software Localization**

Success – or failure – in global markets can hinge on the quality of localized software. Net-Translators high-quality software localization services ensure that every version is as accurate and impactful as the first.

- Includes all software components impacted by localization from user interface to documentation, online help files, training materials, product literature, and more
- Services include:
  - Readiness assessment and planning (Internalization (i18n) consulting, infrastructure consulting, deployment strategy)
  - Building and maintaining language assets such as glossaries, termbases, style guides, translation memories
  - Translation and localization
  - Complete desktop publishing (DTP) to produce documentation and other formatted materials for print or online use
  - Multilingual localization testing, onsite or at the Net-Translators Multilingual Testing Center

**Medical Translation**

Net-Translators quality focus, rigorous methodology, and ISO 13485:2003 certification help medical-device manufacturers comply with this industry’s strict accuracy and regulatory requirements.

- Includes a diverse range of medical documents from user guides to patient instructions, IFUs, and more
- Services include:
  - Regulatory compliance review
  - Project planning, budgeting, workflow planning, product readiness assessment (source review, content analysis, localization-readiness testing), tools review and consulting
  - Building and maintaining language assets such as glossaries, termbases, style guides, translation memories
  - Translation, editing and proofreading
  - Localizing graphics, screenshots, diagrams, charts, other visual elements
  - Complete DTP to produce documentation and other formatted materials for print or online use

**Technical Translation**

In virtually every industry, technical materials are used to instruct, advise, educate, sell, and communicate. Net-Translators technical translation services help you create high-quality technical materials in every language.

- Includes a wide variety of technical materials from documentation to online help, instruction guides, training materials, engineering and industrial papers, and more
- Services include:
  - Project preparation: planning, budgeting, workflow planning, product readiness assessment (source review, content analysis, localization-readiness testing), tools review and consulting
  - Building and maintaining language assets such as glossaries, termbases, style guides, translation memories
  - Translation, editing and proofreading
  - Localizing graphics, screenshots, diagrams, charts, other visual elements
  - Complete DTP to produce documentation and other formatted materials for print or online use

**Website Globalization**

Net-Translators website globalization services expand your global reach by turning your English website into a multilingual tool that is clear, concise, and on-message in every language.

- Services include:
  - International site planning, i18n consulting
  - Design, navigation, infrastructure consulting
  - Building and maintaining language assets such as glossaries, termbases, style guides, translation memories
  - Content translation and editing
  - Design and graphics localization
  - Multilingual mini-site creation
  - Cross-platform browser testing
  - Multilingual search engine optimization (SEO)
  - Video and audio subtitle localization

**World-class Multilingual Testing Center**

Net-Translators state-of-the-art Multilingual Testing Center is dedicated to perfecting localized software products. This unique controlled facility is equipped with a flexible IT environment built for testing support and staffed with a highly collaborative multilingual testing team. It takes full advantage of its location in the heart of Israel’s Silicon Valley to attract a rich pool of highly qualified professional testers.

The Center is an extraordinarily productive environment for coordinating product testing in multiple languages, platforms (e.g. PC, Mac, mobile, etc.), and operating systems (e.g. Windows, OS X, Linux, etc.). Its highly synergistic, multilingual environment fosters open collaboration, knowledge sharing, and problem-solving between team members, producing fast, exceptionally accurate, consistent, and cost-effective results in all languages.

**Multilingual Localization Testing**

Your team invested man-years to develop and test your software. Net-Translators multilingual testing services will ensure that every localized version gets the same care and attention before deployment. Services are available at Net-Translators Multilingual Testing Center or at customer locations.

- Includes all software components impacted by localization from user interface to documentation, online help files, UI design, web pages, and more
- Services include:
  - Test plan and test case development and review
  - Linguistic testing (checks for content accuracy, typos, grammatical errors, cultural appropriateness, regional settings, and more)
  - Cosmetic testing (inspects for text overflow, truncation, line breaks, proper encoding, UI object placement, and more)
  - Functional testing (verifies that a product works properly in each target language)
The Net-Translators Team

A typical project team may comprise in-house specialists and in-country professionals, including any of the following:

- Translators with the right combination of language expertise and relevant industry background or subject-matter experience are crucial to achieving high-quality translations efficiently. Our translators:
  - are selected from thousands of thoroughly qualified professional, in-country resources
  - are required to have a language translation degree
  - must be native speakers of the target language and live in a country where it is spoken to ensure their translations are up-to-date
  - are screened for both language skills and project-relevant industry expertise; medical projects use only medical-industry professionals as translators.
  - undergo extensive professional training and ongoing performance tracking and review to ensure that translation quality remains high.

- Localization engineers, among the most experienced in the industry, bring a deep knowledge of the localization process and tools expertise to both customers and team members. They consult with customers to plan, prepare files, and recommend tools. They work with the team, from planning through delivery, to develop localization plans, prepare and manage files for translation, perform pseudo translations and automatic testing, ensure proper and consistent utilization of tools, oversee use and maintenance of language assets, and resolve technical issues.

- Testing managers select and train testers, coordinate testing resources for each project, and oversee testing and related reporting. They collaborate with customers and other team members to prepare for testing and are instrumental in reviewing test plans and test cases to ensure they are suitable for localization testing, not just functional testing.

- Testers, all native speakers of the language they test, bring a keen eye for the quality control issues that are unique to translation and localization projects. Testers review the whole localized application, checking for linguistic, cosmetic, and functional issues in the product’s end-user environment.

- Editors and proofreaders are involved at many stages of the localization process to check for mistakes, incomplete translations, style inconsistencies, and more.

- Localization project managers oversee and actively guide each project team’s activities and resources and coordinate knowledge sharing between team members. They are the real champions for their customers, managing all aspects of the customer interface and keeping the project on schedule and on budget.

- Desktop publishing and graphics specialists prepare online and ready-to-print document files in any target language. They adapt the layout of each localized version, making sure language-specific changes such as text expansion in different languages are handled properly.

- Web designers and developers assist in a variety of tasks from full website production to localizing web graphics.

- Medical and other industry experts help team members understand industry- and content-specific issues such as how a product is used, how different users should be addressed, or how to preserve context in each language. They also help verify medical glossaries, validate localized software or user guides, and more.

- Internationalization consultants work with customers to help them understand how to prepare documents, software, websites, etc., for the localization process, including ways to minimize the cost and time required. Consultants also offer the project team general and technical guidance and are invaluable resources for resolving right-to-left language issues, CHARSET conversions, double-byte challenges, and more.

The Importance of Training

Once assigned to a project team, every team’s translators and testers also undergo detailed product or subject-matter training to learn both how to use a customer’s product and about the context or environment in which it will be used. An integral part of every project, training gives team members better contextual awareness, helps them work more efficiently, and enables them to achieve faster, more accurate results.

When you choose Net-Translators as your localization partner, you put your product in the hands of a dedicated, experienced project team carefully chosen for their ability to meet the unique language, subject-matter, technical, and scheduling requirements of your project.
Quality, Consistency, and Guaranteed Accuracy

Accurate translations don’t happen through luck or by accident. Net-Translators teams achieve consistently superior results by leveraging advanced translation technologies and following a structured, quality-centered methodology compliant with industry standards and best practices.

A Proven Methodology

High-quality translation and localization are complex undertakings, fraught with many opportunities for introducing errors — through variations in language use, miscommunications, assumptions, lack of industry knowledge, or simply human mistakes. To optimize time and cost efficiencies without sacrificing quality, every Net-Translators project follows a structured, standardized methodology. Refined through a decade of experience in many types of industries and projects, this formalized workflow and its requisite quality-control measures achieve accurate results the first and every time.

Tools, Technologies and Language Assets

All Net-Translators project team members use state-of-the-art tools and technologies to work efficiently and accurately and reduce time and cost. We take optimal advantage of the latest software for building and maintaining crucial linguistic assets and professional infrastructures such as glossaries, terminology databases, and translation memories. These valuable assets maximize translation consistency across languages and project components, reduce human and contextual errors, enable all team members to work more efficiently, and preserve language assets for use in future projects.

Best Practices & Industry Standards

Net-Translators adheres strictly to translation and localization best practices and industry-standard methodologies. We hold certifications for key international and translation-industry standards, including:

- ISO 9001:2008 quality management systems
- ISO 13485:2003 quality management systems for medical devices
- EN 15038:2006 European standard for translation services

All LSPs benefit from industry standards that reduce cost and time-to-market and foster consistency and interoperability. Net-Translators is a very active participant in standards development activities in international translation and localization communities.

The Choice of Industry Leaders

For over a decade, companies have come to us to help them translate, localize, and test their products. Today, Net-Translators is known and trusted by technology leaders around the world, including some of the world’s largest medical-device manufacturers. And independent market research firm TopTenREVIEWS has ranked Net-Translators No. 1 in Translation Services for two consecutive years.

For more information and a complete list of supported languages, tools, and platforms, visit us on the web at www.net-translators.com.
Commitment to Excellence

Net-Translators is dedicated to providing language services of the highest quality, at competitive prices, with quick turnaround times. We pride ourselves on reliability and are committed to exceeding your expectations. From your first project to your 101st, we will guide you every step of the way and deliver the best and most efficient project experience possible. We guarantee that the translations and localized products we produce are of the highest quality available anywhere in the world.
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