

## Our Company

It's been 30 years since we started providing our clients with **end-to-end translation and interpreting support**. We always tailor our services to each client, whether Polish or foreign, commercial entity or authorities. Our primary focus is specialist written translations from/to ALL European languages. In our projects, we always take account of the specific features of the target culture. On top of that, we supply premium-class interpreting, both consecutive and simultaneous. Last but not least, we are the founding member of *Polish Association of Translation Companies (PSBT)*.

### Founding Member



POLISH ASSOCIATION OF  
TRANSLATION COMPANIES (PSBT)

ISO Certificate

in Polish, English and German



## Core Services



Translation (written)



Interpreting (spoken) & conference support



Extra assistance



Visuals: DTP, OCR, graphics and more

## Extra assistance



Double-check & review



Audiovisual editing



Linguistic advice



Translation memories



Document legalisation

## Why Us?



### High-rank Providers Only

Our translation/interpreting services are backed with a team of professional freelance providers. We enjoy long-standing relations with them. We have built up a position that allows us to take advantage of their strengths, industry-dedicated expertise and personal qualifications. The result is **premium quality**: your technical texts are translated by technical engineers; medical by doctors; and legal by lawyers.



### Market Seniority

We are hands-on experienced with translation project management, be it a short-term request or a highly complex assignment covering many translators/interpreters. We engage skilled Project Managers and aid them with state-of-art software.



### Quality Certificates

We follow ISO requirements to keep in focus quality control and effective quality management (QA). We are co-founders of organisations in our field and proactively advocate best practices in the sector.



## OUR RESOURCES

### Providers

Our providers are pooled among high-experience professionals only. They include applied linguistics graduates, native speakers and field experts.

Our relations often span many years and we know our providers personally, incl. their interests, industry know-how and qualifications. This puts us in the best position to allocate the right talent to your needs.

### Areas of expertise



Applied Linguistic



Law & Finance



Engineering



Computer Science



Medicine & Pharma



#### Talent Recruitment

We engage only those translators and interpreters who are able to meet ISO 17100 criteria.

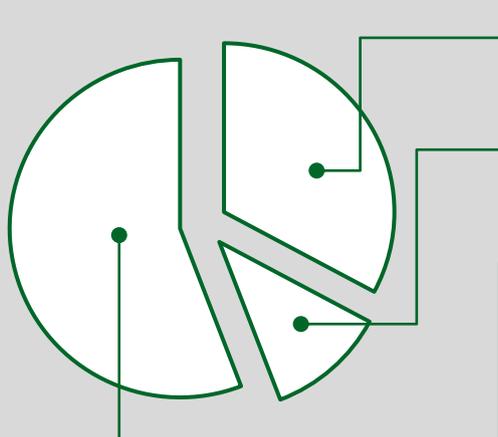


#### Provider Management

Talent management has been a pivotal process in our successful growth on the market.



### Translator/Interpreter Database



#### English

We work with over 100 freelancers in English only



#### German

And nearly 40 freelancers in German



#### Provider Database

Our pool covers 400 translators/interpreters verified and tested on the Polish market.

**75% of our providers have been working with us for over 10 years!**

### ISO 17100 – Quality Assurance

We achieve the premium service level thanks to internal quality and control procedures. Our process workflow complies with **ISO 17100** – the official industry standard for professional translation agencies.



Each and every job is assigned to a dedicated Project Manager (**ISO requirement**)



...who allocates a provider best knowledgeable in a given field



...once ready the job is forwarded to and checked by a reviewer (**ISO requirement**)



...and graphical design is finalised, if needed.



## OUR EXPERIENCE



### Project Management

We leverage our in-depth expertise and comprehensive experience gained translating for top market players in Poland.

We worked with:

- Philips Polska Sp. z o.o.
- IKEA Retail Sp. z o.o.
- PwC Polska Sp. z o.o.
- and many more



### Customer Support

Our Project Managers assure the premium standard of service. They are highly accessible to their clients and strict about client preferences.

PMs strive for short response times and informative communication about a given job.



### Back-office Services

We have implemented cutting-edge software to manage projects on the client side and streamline process workflows of our providers. We bring coherence and consolidation across all jobs on per-client basis, thanks to our software:

- MemoQ  memoq
- In Design  id
- Adobe Illustrator  Ai

## Workflow



### Project Manager

One Project Manager remains at the client's convenience from start to end of a job. To be assigned the PM must have the requisite competence and experience. The PM is in charge of making every request of a client a reality.



## Our Philosophy

Our philosophy is founded on continuous enhancement of our service quality. We follow it by ensuring that what we offer is tailored to the individual requirements and preferences of the client. We aim at establishing solid and long-term liaison yielding improved communication and respect for the unique preferences on both sides. Many of our clients have been continuing very close and regular cooperation for years. We have built up our experience with, among others: **Deloitte Doradztwo Podatkowe, PricewaterhouseCoopers Polska, IKEA Centres Polska, Philips Polska, Diageo Polska, Asseco Poland, and others**

# 30 years on the market





# ISO 17100 CERTIFIED WORKFLOW



### Provider Database

The Project Manager allocates talent to the job based on a provider's qualifications, experience and field of speciality.



### Project Manager

ISO 17100 requires us to assign a dedicated Project Manager to each job. PM is a qualified professional of vast experience gained when working for us.



### Translation Memories

We create and build up translation memories throughout the process. If requested, we adapt terms and expressions in our projects to client's linguistic requirements.



### Technical Resources

Our providers are professionals who assist themselves with state-of-the-art software. It helps create a client-dedicated translation memory and expand it afterwards based on later jobs for the same client.

We use MemoQ, a computer-aided translation (CAT) suite, to process the output from our translators.



### Review

Once a job is translated the Project Manager chooses a reviewer who has the best competence for a given job – another professional dedicated to work on the same text. The reviewer double-checks the output against the original.

**Double-check**  
Before forwarding a job to a reviewer a translator must check own work in the target language.



### DTP

As the volume of text changes during translation, after the final review the document is re-formatted. If requested, the document can be pre-produced for publishing and the graphical design finalised.



### Final touch

The ready job is checked again by the Project Manager who delivers it to the client.



## Our Combinations

### Translation and Interpreting

We translate all European languages (various pairs) as well as major languages of the world into Polish. The output can be a standard file or a document certified by a sworn translator/interpreter (in Polish or a foreign language).



Our key languages include:

Polish	French	Ukrainian
English	Spanish	Hungarian
German	Czech	Nordic lang.
Russian	Slovak	<b>and more...</b>

Those languages can be both translated (written) as well as interpreted (spoken), whatever the field of expertise. At client's request, we are able to provide native speaker assistance in those languages.



## Specialist content

Drawing upon our seniority on the market, today we are able to professionally support clients in virtually any field of expertise. We are highly knowledgeable in any of the following fields:

- Law**
- Finance**
- Medicine**
- Engineering**

Our translations are provided by sector specialists.



- 30 years on market
- Premium quality
- Expedite jobs



**years together and still counting!**

### Expedite jobs

24/7 support in the case of expedite and emergency requests: same-day tasks, overnight jobs, and few-hours-to-go-live texts.

**The fast lane is there for you whenever you need it!**

