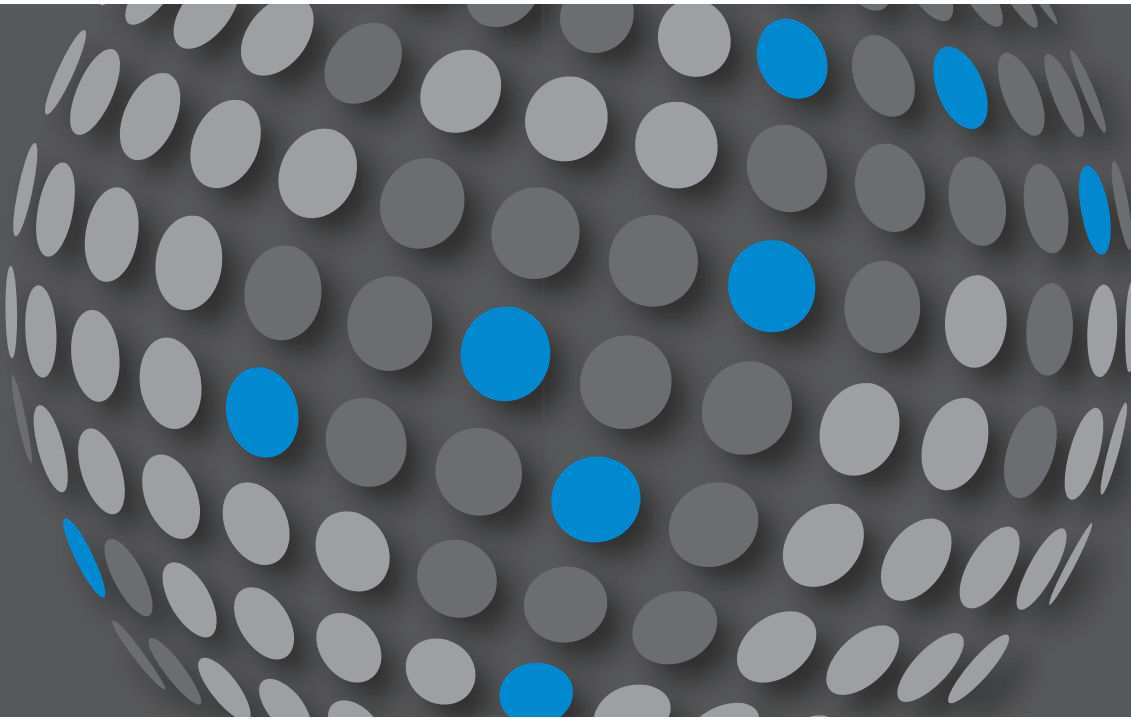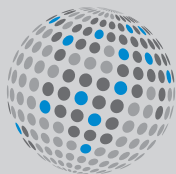# EDUCOMM

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CONTACT DETAILS

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Dear Partner

Please, allow me to briefly introduce our company.

EDUCOMM Communications is a Language Service Provider (LSP) that was founded in 2004. Educomm is not purely a translation agency as its activity is not limited to forwarding translatable documents to translators, but it is a complex language service centre which assists You in optimising language-related tasks. With 10 years of experience and innovative solutions we ensure that your objectives are met effectively.

Educomm flexibly adapts to your needs so that You can easily find your way out of the chaos of Babel.

We hope that our intro will arise your interest in our company.
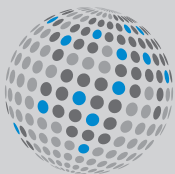
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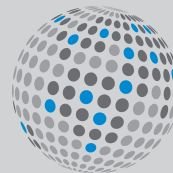
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„To be in tune with business partners, feel their expectations, intentions and boundaries, is the enterpreneur's first task, the second being the appropriate reaction."

SERVICES

As an LSP, **EDUCOMM** offers its customers complete solutions while managing activities that require foreign language support, from translation-like services through interpreting to language teaching.

A complex task can have a number of solutions – we recommend the simple one.
At **EDUCOMM** you will find all the services you need to take care of your company's multi-language content in one place. In the future you will not have to commission different companies for different tasks: now you can have everything done in one step instead of many small ones.

Right at the start of our co-operation we assign one of our experts to your project for its entire duration, who will see it through from translation to publication, and who will keep you informed about the project's progress. Your advantage is that you will only have to deal with one person.

If you have ever tried to coordinate a multifaceted project involving a number of different participants, you will most certainly appreciate the simplicity we offer.

Translation

We have been engaged in translation for more than 10 years. In the first years we already welcomed some well established companies, as Richter Gedeon Rt. and Opel Education Center and members of Daimler, among our clients. Our first major work in 2000 was a two-month project, the translation of a 280 page long damper service manual for Opel. It was translated into three languages (Bulgarian, Serbian & Slovenian). The company set off as a small agency with a single employee, which was quite a common solution at that time. Since then some of these firms have disappeared in the meantime, while others have expanded or changed profile to preserve.
**Over the years EDUCOMM have become a professional LSP.**

We are keeping abreast of market expectations and continously improve ourselves.
The translation tasks we are entrusted with are coordinated by colleagues with several years of IT and translation organising experience and firm language skills in at least one foreign language. Translation is carried out by professional, certified translators, who...

- are reliable and flexible;
- have long-standing professional experience;
- know CAT applications;
- have high-level knowledge in computer operations.

Today we work with hundreds of foreign translators whose involvement is a guarantee for high quality.
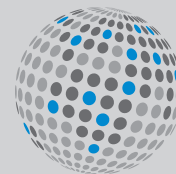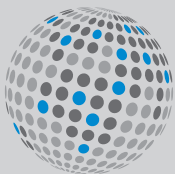
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"You always help us to meet our partners' standards and get a lot of positive feedback from our teachers as well."
Balázs Barbara
IBC Solutions

Localisation

As many cultures as countries.
The global market is the sum total of local markets. Multinational companies must comply with specific regulations in every single country, besides having to deal with language, cultural and religious diversities, as well as with local legislation.

The process when the text is adapted to the target language, the cultural environment and the customs of the target country is called localisation. The appropriately localized content is like a tailor-made suit. It fits perfectly.

Localisation is the optimal way of translation of websites, stories, games and movies, but some of its factors are applied even for contracts.

Proofreading

We do native-language proofreading in almost all languages. In addition, we are constantly trying to meet special language needs. Our advanced Translation Environment System makes it possible to start proofreading before the end of the translation phase.

Desktop publishing

This is usually the last stage of the document in our "hands" (unless we are assigned with Publishing, too). We put documents into their final format: paragraphs get arranged, captions of the pictures get replaced, cross-references added or checked, table of contents and the index drawn up – to make the visual appearance of the translated document identical with the source.

ADVANCED INFRASTRUCTURE

Modern Translation Tools

The Translation Environment Tools contribute to enhance our pro-
ductivity and further improve the quality of the services provided.
How?

1. In the preparatory phase they help create the terminology data-
   base of source-language texts.
2. They help the translators' work by making translation memories & terminology data-
   bases easily available.
3. They help the proofreaders' work by automatically controlling and checking the target
   texts along with various quality parameters and draw attention to the possible mistakes.
4. Shorter lead-times and higher quality make our customers more satisfied.

Our terminology manager module is responsible for the uniform application of the technical
terms pre-agreed with the client, while the translation memory motor "remembers" the
previously translated text and automatically suggests this translation for use in the case of
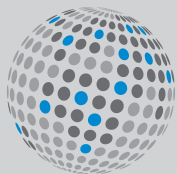an identical or similar source text later on.
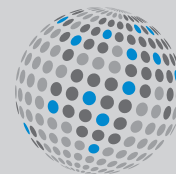
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"Both our students and
teachers like Educomm's
colleagues involved
in the Translators' Training.
We are happy to have such
a relieble and flexible partner
since 2008."

Dr. Valentinyi Klára
Head of Department
Szent István University

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Adobe & Quark DTP applications

Although publishing is not our main profile, it is important for us to visualise translation materials throughout the usual translation workflow (preparation, translation, proofreading, correction, etc.). That is why we have the most common desktop publishing applications both in Windows and Mac OS environments.

Other web applications

We are aware that project management and document sharing are much more effectively carried out via the web and networks. Our systems provide maximum flexibility: should a key member of our staff be unavailable, another colleague can take over ongoing projects.

Hardware infrastructure

Our company has its own web-, file- and application servers, through which we provide our clients with fast and convenient transmission of large files, appropriate allocation of entitlements, as well as secure archiving of data and information processed.

Optimization of tasks

You know what you need, but you might not know how to achieve it most efficiently. **EDUCOMM**'s staff will help you carry out successful and effective multilingual communication.

Predictable costs
You will not be surprised. You define the objectives and we assess the tasks, discuss the details and tell you how much it will cost. There are no hidden expenses and surcharges.

Innovative Solutions
EDUCOMM uses advanced Translation Environment Tools (TEnT) and best practices while planning and activating the necessary resources in order to fulfil assignments. Thus, costs and other parameters are predictable even in the case of special file formats or paper-based source texts.

Complex activities
You can assign **EDUCOMM** not only with the translation workphase, but we are also keen to help You with source text formatting, proofreading and editing, DTP, interpreting and other related tasks.
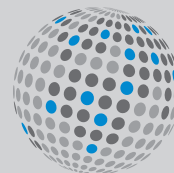
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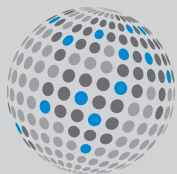
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A sample project

The pages above are samples from an ongoing project executed using **EDUCOMM**'s optimal workflow routine of analysis – preparation – translation – proofreading – DTP and final review. These pages were translated from German to Czech and Romanian.

Quality services

EDUCOMM works with carefully selected professionals. Our linguists have several years of experience and we opt for the best suitable partner for a certain task, including native translators.

Flexibility

You do not work from nine to five and often do not have time to rest at the weekends? We adapt to Your schedule. You need special formatting? No problem. You would like to exchange confidential materials personally? Just tell us where!

Quality assurance procedures of **EDUCOMM** communications

Terminology Management

- Creation of source language term list in cooperation with the customer's staff in charge for the field and/or project.
- Bilingual termbase (translation, validation) - creation of MultiTerm termbase definition structure (additional data fields, categories).
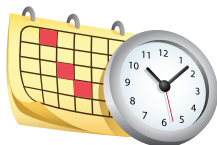- Glossary maintenance - checking and Implementation of added terms, updating of the MultiTerm glossary and sharing.
- Implementation of corrections according to client feedback.
- Verification of terminology contained in the glossary in all project data.
- This process ensures that all terms of the (expanded) glossary are correctly used in the target text.

Query management

- Our Terminologist / Project Manager processes, answers, approves and implements translators'/proofreaders' queries in cooperation with the specialized proofreaders and translators.
- Our Project Manager discusses new queries with clients, updates the specification document and informs the stakeholders (translators, proofreaders) about the changes.

Project management

- Project Management team ensures the analysis of translatable materials thus making sure that all translatable content is checked.
- Project Managers assign tasks to dedicated translation teams.
- Project Managers also liaise with engineering team in order to assure a smooth project completion within the set deadlines.
- Project Managers coordinate the cooperation between translators, proofreaders and other project participants.
- PMs monitor project progress.
- PMs provide project reports to clients - upon request.
- PMs ensure project quality monitoring and perform quality spot checks.

Confidentiality

- Secure data transfer via secure FTP and https.
- No third party servers used.
- Confidentiality agreement signed by all parties (staff and subcontractors). See the agreement sample upon request.

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"During each assignment we are extremely pleased with the work of Educomm, we receive professional translations, in any language needed."

Ella Fehér
CSM Bakery Solutions

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Workflow routine of **EDUCOMM** communications

Preparational measures
- Checking the structure and file formats of source documents;
- Document engineering, appropriate preparation, layout correction;
- Identifying language independent, non translatable elements that can be automatically transformed and do not require human intervention: numbers, isolated letters, codes etc. This way the risk of human mistakes is minimized;
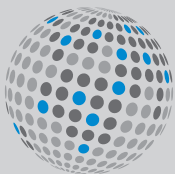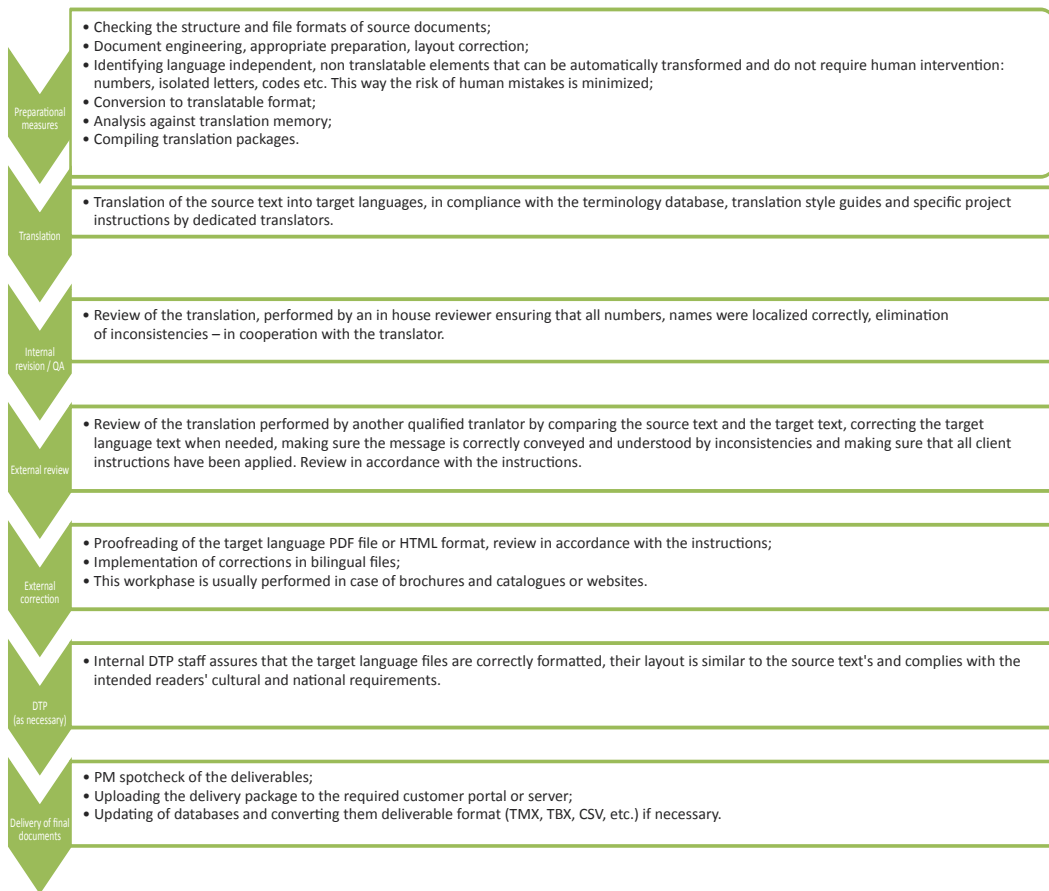- Conversion to translatable format;
- Analysis against translation memory;
- Compiling translation packages.

Translation
- Translation of the source text into target languages, in compliance with the terminology database, translation style guides and specific project instructions by dedicated translators.

Internal revision / QA
- Review of the translation, performed by an in house reviewer ensuring that all numbers, names were localized correctly, elimination of inconsistencies – in cooperation with the translator.

External review
- Review of the translation performed by another qualified tranlator by comparing the source text and the target text, correcting the target language text when needed, making sure the message is correctly conveyed and understood by inconsistencies and making sure that all client instructions have been applied. Review in accordance with the instructions.

External correction
- Proofreading of the target language PDF file or HTML format, review in accordance with the instructions;
- Implementation of corrections in bilingual files;
- This workphase is usually performed in case of brochures and catalogues or websites.

DTP (as necessary)
- Internal DTP staff assures that the target language files are correctly formatted, their layout is similar to the source text's and complies with the intended readers' cultural and national requirements.

Delivery of final documents
- PM spotcheck of the deliverables;
- Uploading the delivery package to the required customer portal or server;
- Updating of databases and converting them deliverable format (TMX, TBX, CSV, etc.) if necessary.

REFERENCES

Over the past few years, we have worked for many well-known and respected organizations. With some of them only occasionally, 2-3 times a year, with others on a regular, monthly or even daily basis.

Some major partners and works:

City Media as

For City Media AS (Norway) we localised various **online entertainment contents** from English to Czech, Polish, Hungarian and Ukrainian languages. Although this is an old project, performed in 2007, we are very proud of it as it was our first major multilingual order.

For ERSTE Bank Nyrt. (Hungary) we have been working regularly since June, 2007. Our first assignment was a simultaneous interpretating project at an international meeting in four languages and the provision of the necessary technique. For them we mainly complete **HR-related strategic and legal translations.**

**For OTTO Central Europe Ltd.** (Hungary) we translate **online and offline catalogues** from German into Czech, Romanian and Hungarian languages.

For Trilobita Ltd. (Hungary) **we translate the interface of TriDoc Document Management System** into 9.5 languages (the 1.5 was Simplified & Traditional Chinese). We also took part in checking and correcting the text strings & labels uploaded into the system according to their functions, the available space and page layout.

For Tchibo GmbH, Hamburg (Germany), we translate user **manuals of entertainment devices, home accessories and beauty products** from German into Hungarian.
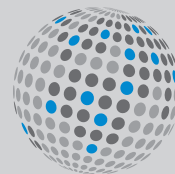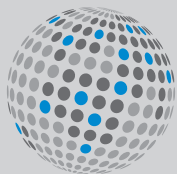
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"Educomm's Team greatly contributes to the success of our events. Whether we have an exhibition opening ceremony or a press conference, I know who to contact."

Pénzes Boróka
Programme Coordinator
Museum of Fine Arts

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As a supplier of **Daimler AG,** we assist Mercedes Benz's production and communication activities on a daily basis by providing translation services and factory visit tour-guidance in the Kecskemét Factory of Mercedes Benz.

We have been working for 5 years for **The Boston Consulting Group.** We assist the Group's Eastern and Western European's activities with translation and proofreading services.

For the following companies we work through larger translation agencies:

For IBM we provide translation and language testing services.

For Hewlett-Packard Company we provide legal and technical translation services between 15 languages through a larger translation agency, Beneford.

For Hegenscheidt, KUKA Robotics, Renault S.A. and **Viessmann** we provide translation services between English, German and Central European languages, through one of Europe's largest Translation Providers, Euroscript.

EDUCOMM **is a partner of Szent István University**
Since 2008 our staff have been teaching Computer-Assisted Translation and Terminology Management at the University's Translators' Training Courses. This co-operation emphasises our professional performance both in theory and practice.

Upon request, by prior arrangement we can share with You the contact details of the above companies or other partners.

NOTES
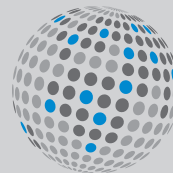
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"The project managers
answered all my questions
within minutes and
it was a pleasure to work
with them."

Dagmar Strobl
English-Slovak Translator

EDUCOMM
www.educomm.hu

TRANSLATIONS
www.aforditoiroda.hu

EDUVERZUM
www.eduverzum.hu