

ADVANCED TECHNOLOGIES

Wherever You Do Business, We Speak the Language



We haven't yet met a technology company uninterested in international business. Whether you are firmly entrenched in international markets, or just developing your international go-to-market strategy, you need a partner who understands technology, language, and the cultural demands of global business.

You need a partner who can deliver your messages technically, persuasively, and flawlessly in more than 100 languages used around the world.

LANGUAGE CONNECTIONS is that partner. In business for over 15 years with over 4,000 technically trained linguists stationed around the globe, we are providing translation and interpreting services to Aerospace/Defense companies, Telecommunications and Information Technology companies, Medical Device and Diagnostics companies, and Environmental Technology firms. You name the sector, and we are there, helping companies to communicate in the language of their customers.

We have extensive experience with software localization and with large multimedia projects. We don't just know technology – we use technology. We employ state-of-the-art software to deliver complex translation projects on time and below budget. We use Quark, InDesign and Dreamweaver in our daily operations, as well as specialized translation software such as Trados, SDLX, and Wordfast. Our Translation Memory software guarantees the most cost-effective set of multilingual services available anywhere.

Interacting globally is not only about effective written communications – we can facilitate your face-to-face communications, too. Call on us for:

- Interpreting (either simultaneously or consecutively) at multinational technology conferences and symposia. Our interpreters have years of education and experience in most advanced technologies, and we use our own audio equipment to guarantee the clarity and fluidity of your translated presentation.
- Facilitating your next incoming business delegation. We provide the language bridge that makes your business meetings productive, and your hospitality both comfortable and memorable
- Conducting interviews, training sessions, telephone surveys, focus groups, and other real-time proceedings in your world language of choice, as well as in American Sign Language (ASL)..

WORK WITH US TO TRANSLATE AND LOCALIZE:

- Patents and Patent Applications
- Hardware collateral
- Software
- Websites
- In-house or external publications
- Training manuals
- Instructions and protocols
- Safety materials
- Sales literature
- Audio/video recordings (transcription and captioning)
- Intra-company correspondence between global branch offices

► OUR PROCESS

Language Connections welcomes projects of any length, from complex patent applications to brief interview transcripts. In every case, our first step is consultation – an in-depth discussion where we listen to your needs, provide input, and suggest how to adapt your message to fit your target audience.

- For small projects, you will have the benefit of a dedicated translator knowledgeable in your industry, supported by an experienced Language Connections Project Manager
- With complex translations, we match you with a hand-picked team of experts, including subject-matter specialists, who will:
- Design a project workflow and an optimal project-delivery schedule for long-term, short-term, or even overnight turnaround;
- Apply rigorous industry standards in reviewing your technical materials, anticipating problems and exploring advance solutions;
- Include an optional QA measure of appointing an in-house reviewer.

► OUR PROMISE

Language Connections translations are certified to conform to worldwide best-practices in every area of technology. Confidence in our language processes and trust in the end product are the reason our clients keep coming back to Language Connections. They know that their translated materials deliver the precise message they intended, at the right time and at the right price, and that their international events are truly inclusive for all of their international customers. Join us with your next international project, and see the difference global expertise can make.

CASE STUDIES

TELKONET, INC., Germantown, Maryland

► SMART BUILDINGS DEPEND ON SMART LANGUAGE TRANSLATION

Telkonet, Inc. is a fast-growing U.S. company providing leading-edge energy management, digital video surveillance, and high-speed Internet systems to thousands of commercial facilities throughout the U.S., Europe, Asia, and Latin America.

Telkonet recognized early that its market lay as much outside the United States as within it – by 2005, rising energy prices and dramatic energy conservation incentives were in play across Europe and Asia, providing the perfect backdrop for installation of Telkonet's advanced energy management systems. The company knew that to capture these international opportunities and to sustain them, it needed an expert language partner as much as it needed sales partners.

After a thorough evaluation of quality, reliability, and efficiency in multi-language translation, Telkonet chose Language Connections as its translation partner. Language Connections was established over many years in the markets Telkonet sought to develop immediately, and had the capability to serve the company as it grew into new markets around the world.

Language Connections translates a full range of written communications supporting sales, installation, and service of Telkonet products in major European and Asian markets. Projects include the translation of legal documents, marketing materials, installation manuals, and the localization of Telkonet's website.

When time-to-international-market matters, Telkonet knows that Language Connections can deliver. And both companies know that even smart buildings require a human touch.

PRATT & WHITNEY, A United Technologies Company

► WORKING ON-SITE TO ACHIEVE MAXIMUM LARGE PROJECT EFFICIENCY

Language Connections offers a special package of services to its clients with very large, highly technical translation projects. As any manager charged with such a project knows, delivering consistent, superior translation over many complex documents, in many languages, acceptable to many stakeholders, can be a never-forgotten business challenge.

Language Connections accepts that challenge routinely, unburdening its clients from tactical detail and allowing managers to oversee projects holistically, while not losing touch with a project's individual parts.

Our work with Pratt & Whitney, a worldwide leader in aviation and aerospace technology, is a case in point.

For Pratt & Whitney, our special services package is comprised of:

- A Senior Project Manager who designs and oversees an optimal workflow for each complex job. This Project Manager is Pratt & Whitney's dedicated primary interface at Language Connections throughout the relationship.
- A team of multi-lingual engineers selected for their professional knowledge of the engineering task at hand, as well as their proficiency in the required language, or languages, of the project.
- An engineering team member, or members, assigned to work on-site at Pratt & Whitney for the duration of the project, facilitating workflow directly with Pratt & Whitney engineers.
- A team of editors skilled in both engineering and translation to ensure a final polished product with all parts in sync, linguistically and practically.
- Document management and desktop publishing specialists to produce the final finished product according to exacting client specifications

Our ability to place Language Connections professionals on-site is a critical component for success for Pratt & Whitney – direct, daily communication among engineers cannot be underestimated in projects of this size and complexity. With it, both Pratt & Whitney and Language Connections excel in the work that they do.

GORE DESIGN COMPLETIONS, San Antonio, Texas

► UNPRECEDENTED GLOBAL DEMAND REQUIRES FAST AND DIPLOMATIC TRANSLATION TURNAROUND

Putting advanced technology in the sky for heads-of-state, international executives, and private individuals is the work of Gore Design Completions and Language Connections.

In recent years, particularly as a reaction to increased airline security since 2001, the demand for large-cabin, technology-rich executive aircraft has grown at more than 30% per year, an unprecedented rate for the industry. Gore Design Completions in San Antonio is one of the very few companies in the world equipped to install or refurbish these large airplanes to the exacting specifications of high-profile customers in various markets, including the traditional markets of Europe and the Middle East, and the emerging markets of China, Russia, and Africa.

Knowing that deep cultural understanding and comprehensive language fluency is central to the high-stakes projects the company undertakes, Gore Design turned to Language Connections. Language Connections works with Gore Design to ensure that every financial, logistical and design detail is communicated to the international client in his own language, whatever language that may be, facilitating decision-making, relationship building, and ultimate client satisfaction.

Together, Language Connections and Gore Design work in a high-pressure environment, under tight deadlines, to secure and implement these international business deals. In one instance, Language Connections provided a last-minute French translation which proved invaluable in face-to-face negotiations. In another case, we translated a contract into Russian in less than one business day allowing Gore Design to close the contract expeditiously.

Gore Design Completions knows that we are standing by at all times to be their global communicator. No job is too small or too large – no deadline is too tight - we'll get it done.

OUR CLIENTS

Brown and Sharpe
Cambridge Energy Research Associates, Inc.
Castrip
Defense Information Systems Agency (DISA)
EG & G
IBM
InnoCentive
Integra/Radionics
ITW (Illinois Tool Works):
Foamseal and Performance Polymers
Konica Minolta Technology Center, Inc.
Massachusetts Institute of Technology
Microsoft
Morgan Construction Company

National Ground Intelligence Center
National Technical Information Services
Naval Surface Warfare Center, Carderock Division
Parametric Technology Corporation (PTC)
Pratt & Whitney
RJ Corman Railroad Group
Robert Bosch Corporation
Royal Dutch Shell
Thermo Techno, LLC
U.S. Civilian Research &
Development Foundation
US Army Corps of Engineers
Waters Corporation

WHAT OUR CLIENTS SAY

Sharon Miller

Massachusetts Institute of Technology

"I can't thank you enough for your dedication and efforts in making the Nissan Futures Workshop at the MIT Faculty Club in Cambridge, MA a wonderful success.

We were impressed from the beginning, and it was a complete pleasure to speak and connect with our Project Manager each time. Every detail was discussed, and I was left feeling confident every time we closed the conversation. He took extensive time and effort to research translators and work within our budget concerns, collaborated with my sometimes distracting personality, and really listened to and ultimately delivered what we needed. Your immediate conflict resolution response regarding the translators on the day of the event was very impressive indeed.

It was so nice to see such a high level of personal dedication from you throughout the entire process, and that I believe really helped make our event successful to the very end.

I definitely look forward to working with you again, and I'm sure we will call on your services for future events with the ILP, and within MIT."



[www. LanguageConnections.com](http://www.LanguageConnections.com)

2001 Beacon Street, Suite 103 Boston, MA 02135 USA
web: www.LanguageConnections.com tel : 617.731.3510
toll-free: 877.731.6332 fax: 617-731-3700
e-mail : translate@languageconnections.com