

Language Connections provides comprehensive and creative linguistic solutions for clients in a broad range of fields, including:

- ▶ law
- ▶ health care/medicine
- ▶ pharmaceuticals
- ▶ biotechnology/life sciences
- ▶ advanced technology
- ▶ industry/trade
- ▶ government
- ▶ marketing/advertising
- ▶ finance/banking
- ▶ non-profit/academia



www.LanguageConnections.com

LANGUAGE CONNECTIONS—YOUR LINGUISTIC GATEWAY

IN AN AGE OF GLOBALIZATION, BUSINESSES ARE EXPANDING WORLDWIDE, TRANSCENDING LINGUISTIC AND ETHNIC BOUNDARIES. WHEN IT'S TIME TO CONNECT INTERNATIONALLY, TURN TO LANGUAGE CONNECTIONS—A VIBRANT, VERSATILE AND DEPENDABLE COMPANY THAT OFFERS EVERY SERVICE YOUR BUSINESS NEEDS TO THRIVE IN A MULTICULTURAL SETTING.



what makes us unique

▶ A PERSONALIZED APPROACH

Language Connections works with each client to develop a unique project, establishing a set of protocols and a pricing structure custom-made for you. Our process is based on continuous client communication, from initial conference and frequent progress reports through post-project feedback and review. This strategy enables us to deliver a product tailored to your needs and gives Language Connections a leading edge in customer satisfaction.





► **VERSATILITY**

Language Connections employs over 5,000 highly skilled linguists who are proficient in more than 100 languages and hold advanced degrees in the areas of their expertise. This talent base allows us to provide a variety of industries with a spectrum of services, including:

Translations of varying complexity

Simultaneous interpreting at conferences

Consecutive interpreting for negotiations, training sessions, and face-to-face meetings

American Sign Language (ASL)

Communication Access Real-Time Translation (CART, or real-time captioning)

Localization

Language training and consulting

Multimedia transcription and voiceovers

Foreign-language desktop publishing

► **QUALITY**

The best people

The translators and interpreters assigned to your project are guaranteed to be native speakers competent in your field and fluent in its terminology. Our personnel are required to have applicable certifications, extensive experience and a professional work ethic.

The best process

Your peace of mind is our priority. This objective is served by employing experts in diverse technical fields, maintaining open communication channels, and assuring that our project managers promptly address your concerns. Our complex yet efficient approach has produced consistently superior results and earned us an unrivaled degree of customer loyalty.

The best tools

Our specialists utilize leading-edge glossaries and the finest memory database in the field. These tools keep your project cohesive and cost-effective while enriching our industry-specific vocabulary.

what we offer

► **PROJECT MANAGEMENT**

Sophisticated and informed project management is at the core of our ability to deliver a quality product.

The manager assigned to your project serves as a single point of contact between your company and our experts. This system eliminates confusion, promotes accountability and ensures that there is no delay in resolving your issues.

All our project managers are multilingual and have professional backgrounds in areas such as law, medicine, biochemistry, mechanical and civil engineering, business administration, and computer science. Their expertise helps Language Connections understand your business needs and meet them in the most efficient way.

► **TRANSLATION**

Language Connections works with any size and type of text—from literary to technical and everything in between. Our linguists are masters at the intricate craft of translation, navigating the challenges of idiom and finding foreign-language equivalents that capture the nuances of the original.

Every project at Language Connections is a meticulous **multi-step process** carried out by teams of translators, editors and proofreaders.

Translators generate the target-language text, employing relevant reference materials and stylistic guides.

Editors compare the translation with the source material, verifying consistency of style and format, correct usage of terminology, and grammatical accuracy.

Proofreaders polish the edited text to ensure the integrity of the final product.

► **INTERPRETING**

When you need interpreting services, Language Connections considers the size and nature of your event, the complexity of the topic, and the specific strengths of our specialists. Beyond a solid grasp of subject matter, a top-notch interpreter must demonstrate the ability to discern the subtleties of a speaker's style and communicate the mood and tone of the message. Language Connections owes its reputation as the most thorough, reliable and eloquent interpreting service in the industry to our world-class professionals.

We offer two types of services:

Simultaneous interpreting is primarily used at conferences and large meetings, where an uninterrupted flow of speech is desired.

In **consecutive interpreting**, the interpreter divides a presentation into segments to be translated while the speaker pauses. This approach is suitable for smaller events such as face-to-face meetings, negotiations, training sessions, medical appointments and guided tours.

In addition, Language Connections can supply you with interpreting equipment and related technical support. We offer interpreter booths for large conferences and portable "whisper" devices for smaller or off-site functions.

► **AMERICAN SIGN LANGUAGE (ASL) AND COMMUNICATION ACCESS REAL-TIME TRANSLATION (CART, OR REAL-TIME CAPTIONING)**

ASL and CART services provide effective communication access for the deaf and hard-of-hearing. Both services can be used in a variety of settings, including conferences, meetings, courtroom hearings, medical appointments and classrooms.

ASL interpreters translate spoken English into American Sign Language, and vice versa.

CART stenocaptioners use real-time software and a laptop or a stenotype machine to instantly transcribe spoken words into text displayed on a computer screen or television monitor.

Our stenocaptioners and ASL interpreters have a minimum of five years' experience and are certified by accredited organizations such as the Registry of Interpreters for the Deaf (RID), National Association of the Deaf (NAD), and National Court Reporters Association (NCRA).

► **LOCALIZATION**

A professional translation is expected to match the quality of the original. Localization takes this goal one step further by adapting the entire product for seamless presentation in a foreign market.

Language Connections works with your printed materials, websites and software. Aspects such as the accurate display of linguistic symbols, correct page layout for right-to-left writing systems, and appropriate use of images are verified for compliance with the standards of the target culture.

Our localization teams are headed by project managers, who lead a crew of translators, editors, engineers and testers. Our translators and editors are technologically proficient, while our engineers have translation experience.

► **LANGUAGE TRAINING AND CONSULTING**

The success of your foreign marketing campaign depends on your awareness of cultural customs and taboos. Language Connections is here to help you avoid communication gaps. We offer:

Language training for groups or individuals
Country-specific awareness programs for executives
Sales support
International business development assistance
In-country marketing

► **SPECIALIZED SERVICES**

The following Specialized Services round out our suite of offerings.

Voiceovers entail the translation of the source-language text followed by audio implementation using professional voice talent.

Multimedia Transcription is performed by skilled linguists and technicians who specialize in the translation, transcription and recording of audio materials.

Desktop Publishing is done by a team of translators and designers who work with an assortment of foreign-language software to make your catalogs and manuals look as sharp as the originals.

If you have other specialized requirements, please let us know. Language Connections will find a way to meet all your linguistic needs.



what our customers say

“Language Connections delivers first-rate legal translation quickly. These people are true professionals. We have found them to be extremely reliable and flexible.”

Peggy Vidal
National Judicial College

“I have really enjoyed working with Language Connections. The quality of their work is excellent. They have also provided us with a strong project management team to handle multiple projects and timelines. They have an in-depth understanding of the unique demands and procedures in the pharmaceutical/biotech industry and implement translation workflows which perfectly complement our clinical trials.”

Mary Ann Flynn
Clinical Trial Coordinator
MannKind Corporation

“Your colleagues' excellent interpretation of the presentations made a major contribution to the Symposium's success. We very much appreciate your flexibility... Your willingness to rearrange schedules and ensure last-minute interpretation made it possible for us to maintain the integrity of the event against the odds.”

Fiona Hill, Associate Director
Strengthening Democratic Institutions Project
Kennedy School of Government, Harvard University

“I was very impressed with the turnaround time for my translations from Language Connections. They provided my translations ahead of schedule. They are easy to work with, provide excellent customer service and operate as a cohesive team. I would definitely recommend working with them.”

Julia Kim
Boston University

language
connections

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“I am grateful to you for your able assistance.... You are to be commended for a job well done on behalf of the U.S. Government.”

Louis J. Freeh, Former Director
U.S. Department of Justice
Federal Bureau of Investigation

“The Elder Protective Services Program at the Massachusetts Executive Office of Elder Affairs would like to express its extreme gratitude for the translation work recently completed by Language Connections... Rather than rushing through the translation process, the staff at Language Connections took the time to understand our program and the various documents to be translated. With this understanding and their willingness to provide further reformatting and modifications as necessary, Language Connections was able to create a high-quality, but still cost-effective, professional set of translations that will remain an integral component of the Massachusetts Elder Protection Services Program for many years to come. Thank you to the project management staff at Language Connections and all of their translators on a job truly well done.”

Jonathan Fielding
Protective Services Regional Manager
Commonwealth of Massachusetts
Executive Office of Elder Affairs

“Translations of complex and voluminous scientific articles were completed expeditiously, with excellent mastery of the subject matter. We were very impressed.”

Dr. Alexander Kaplan, Professor
Johns Hopkins University

“Language Connections enabled us to really connect with our new clients through translation and publishing of contracts, brochures, and other materials, as well as interpreting during negotiations. Everything they do for us is truly first class.”

B. Gleiser, President
Global Financial Group, Inc.



partial client list

AcivBiotics
American International Health Alliance
Bacou-Dalloz
Bosch
Brown & Sharpe
Brown University
Defense Information Systems Agency
Donaldson, Lufkin & Jenrette
EG&G
EMC Insurance Companies
Export Import Bank of the United States
Federal Emergency Management Agency
Genzyme
Harris International
Harvard University
Healthology
Hershey's
International Communications Research
Kenney Manufacturing Co.
Kent International
KonicaMinolta
MannKind
Massachusetts Institute of Technology
Microsoft
Morgan Construction Co.
National Defense University
National Judicial College
Naval War College
NeoGenesis
Parexel International
Philip Johnson Associates
Pratt & Whitney
Prudential Insurance Company
Slade Gorton & CO., Inc.
Social Security Administration
Standard and Poor's
State of Alabama
State of California
State of Idaho
State of Massachusetts
State of Nevada
State of Texas
The Boston Globe
U.S. General Services Administration
U.S. Department of Defense
U.S. Department of Justice
U.S. Department of State