

## *Introduction*

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Planet Lingua (PLG) is a multilingual service provider offering translation, interpreting, website and software localisation as well as layout and desktop publishing services.

From its headquarters in Barcelona, PLG operates internationally with clients from many different business sectors.

The company boasts an in-house staff of translators, linguists and computer and DTP experts who, along with their extensive professional and cultural experience, have the ability to incorporate today's market demands of quality, efficiency and flexibility into their work philosophy.

PLG streamlines linguistic projects and ensures that its clients' investment pays off thanks to immediate response times, efficient work methods based on just-in-time project management and an expert team of professionals.

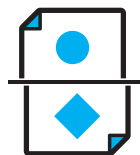
PLG offers global solutions by taking on the whole process from acquiring the original version to delivering the linguistic end product. Moreover, it guarantees technical accuracy and terminological consistency of language by means of glossaries and the use of computer-assisted translation tools. PLG helps reduce your translation costs through comprehensive and efficient project management, the use of previously translated material, networking and the continuous creation and updating of databases.

**PLG**<sup>TM</sup>  
*Language Services*

# *PLG services*

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## TRANSLATION



### *Approach*

We are surrounded by translations, which allows us to embrace fields outreaching our immediate competencies, although we only become aware of their existence when something does not tally.

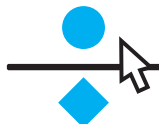
### *Solution*

Translation requires processes and tools that are much more complex than resorting to dictionaries and machine translations. In order for the target reader to correctly understand the meaning of a message, a series of perfectly coordinated resources come into play—both human and IT.

### *Conclusion*

Our translation process involves confidential, streamlined and flexible management of any type of project in terms of format and text, professional translation by native speakers who are experts in their field and the laying out and quality management of the end product.

## LOCALISATION



### *Approach*

In order to attract customers on an international level, it is crucial to have a powerful presence on the Internet. The numerous computer programs that have been introduced to our markets have also become indispensable.

### *Solution*

Localisation enables prospective customers from all over the world to access websites and software packages that have been manufactured in countries far away from their own. Internationalisation requires meticulous adaptation of socio-cultural factors, read markers, that enable immediate identification and application by the end user. Beyond just linguistic suitability of content, the process embraces IT engineering procedures to ensure correct functioning of websites and software.

### *Conclusion*

Our localisation service offers clients comprehensive solutions and finished products, meaning that customers can publish their online or IT content immediately after delivery.

## INTERPRETING



### *Approach*

Making your company's presence known internationally requires the ability to streamline business processes at ever increasing dizzying speeds to keep in touch with your clients. This means that spoken communication often takes priority over the written word.

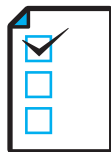
### *Solution*

Interpreting can only be undertaken by trained professionals, i.e. linguists who can easily handle the cultural peculiarities of the languages in question, the specialised terminology of the specific field and the technology required for each situation: tools used in booths, portable or "virtual" devices, including consoles, interpreter's briefcases or telecommunication equipment for video conferences.

### *Conclusion*

Our interpreters thoroughly understand the cultures of the source and target language, they can communicate fluently in their working languages and have complete command of the jargon used in our clients' sector.

## QUALITY ASSURANCE



### *Approach*

The immense quantity of documentation generated and distributed through communication channels is not necessarily synonymous with correctness and linguistic consistency. In fact, concise, accurate and clear messages stand out for being hard to come by.

### *Solution*

Thoroughly coordinated and documented quality assurance painstakingly seeks out all errors produced during the translation process and subsequently removes them. Various text management and processing tools—ERP, CRM, spell checkers, translation memories and terminological databases—assist professionals in their work to ensure impeccable results. Quality assurance involves meticulous monitoring of the project, in conjunction with the client, utilising the corrections and solutions provided by such tools in order to prevent the same errors occurring in future projects.

### *Conclusion*

Our quality assurance guarantees optimum linguistic accuracy in all end products delivered to the client. Work flow applied to such tasks complies with the European quality standard EN 15038 relating to translation services.

# Work flow

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Standardised work flow is tantamount to professionalism and quality.

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### ***Initial contact***

A project manager will handle your service request in the strictest confidence and provide you with all the necessary information. You can contact us and send the documentation that you need translating in the following ways:

- email
- telephone
- online via PLG's intranet

### ***Assessment***

The same project manager will assess the material received so that technical difficulty, project duration and linguistic peculiarities can be determined.

### ***Price quotation***

As soon as the material has been assessed, the price, delivery deadline and project terms and conditions will be established. Once the price quotation and the terms and conditions have been accepted, the process will begin.

### ***Execution***

The production department is responsible for carrying out the task with the help of CAT (Computer-Assisted Translation) tools, which increase productivity and ensure consistency in terminology and style throughout the text. As well as having an extensive linguistic background, cultural knowledge and translational basis, the assigned translator always translates into his/her mother tongue and is a specialist in the relevant field.

The quality assurance department is responsible for carrying out an exhaustive review to ensure that the text is correctly translated.

The next step is the desktop publishing (DTP) stage that ensures that the format of the translation is faithful to the format of the original document.

The project manager is responsible at all times for supervising and monitoring each stage of the process, thus facilitating clear communication between the client and the professionals involved in the task.

### ***Final delivery***

The project manager is responsible for final checking to ensure that the process has been performed correctly and that the translation is ready to be sent to the client by means of the previously agreed communication channel.

### ***Final assessment***

The translation process does not end with delivery of the requested material to the client. As part of the *post-mortem* stage (end of project), all of the stages carried out and their contribution to the quality of the end product are assessed. This also includes proposing solutions and improvements for issues that have emerged, as well as the management and maintenance of the translation memories and databases used, with the aim of completely customising and tailoring the processed material to the actual requirements of the client. In short, the aim is to optimise resources and quality for the benefit of our clients.

## *The PLG experience*

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### *Direct clients*

Our direct clients appreciate the conscientious, dependable and proficient service we offer them. We attend to them with the utmost confidentiality, assist them throughout the process and provide them with the best solutions to carry out the task. We are an indispensable partner in helping them achieve their objectives.

### *Multilingual vendors*

Our linguistic partners trust our ability to respond to their needs, our guaranteed availability and the professionalism of our team. We follow their instructions to the letter, handle the most advanced technologies with dexterity and provide them with professional linguistic support. We are a proven asset for the development of their businesses.

# *10 reasons to choose PLG's language services*

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## *Experience*

More than a decade in the professional translation sector serving companies from all industries.

## *Knowledge*

Multilingual translators who are experts in translation techniques, desktop publishing and interpreting.

## *Human resources*

Over 700 carefully selected translators working in more than 30 languages.

## *One-stop-shop*

We provide comprehensive translation, proofreading, layout and desktop publishing services.

## *Quality assurance*

Project management system, linguistic and technical command of the material by the professionals responsible for the project, thorough proofreading.

## *Competitive rates*

Reasonable prices for the level of quality and scope of the services rendered.

## *Customised service*

Customer service, bespoke responses that take each client's individual needs and project uniqueness into account.

## *Reputation*

The long list of satisfied clients is our best endorsement.

## *Urgent projects*

Effective work methods based on just-in-time project management, enabling us to speed up your linguistic projects and ensuring that your investment pays off.

## *Confidentiality*

A contract is signed to ensure professional discretion in all projects.