



ILE

**Translation
& Science
in Alliance™**



ILE is centrally located in Boulder, Colorado, providing easy communication across time zones.

ILE—Your Partner in Successful Localization

More than a translation agency, ILE's full-time engineering, translation, and desktop publishing staff has the expertise and experience to make your project a success. Here are just a few of the reasons to choose ILE for your next localization project:

- One of the first firms to specialize in software localization and technical translation, with over a decade of experience in the field.
- ISO 9001 certified. In a rigorous audit, ILE has demonstrated that our quality assurance processes are proactive, thoroughly documented, and consistently implemented. You can have confidence that no matter how massive or complex your project, ILE's quality assurance processes will result in a top-notch localized product delivered on time.
- A full-time staff of engineers, translators, desktop publishers, and project managers.
- Experienced in high-volume, multi-language projects.
- Developer of sophisticated software localization tools.
- Experienced in over 20 languages for Western and Eastern Europe, Latin America, and the Pacific Rim.



When You Work with ILE, You Have...

- The ability to complete large localization projects in multiple languages simultaneously, with the assurance of accuracy and consistency across languages.
- The opportunity to coordinate all languages through a single ILE project manager, who provides you with regular updates on the project and strategies for the future.
- A solid resource with depth and flexibility. We have ample staff to respond to your schedule changes and additions to your project.
- Assured quality through proven, rigorous standards and processes.
- Successful, on-time projects as a result of ILE's responsive project management and solid technical resources.

Project Management

Effective project management is the key to successful completion of a localization project, especially with large projects and tight deadlines. We have years of experience in meeting our clients' deadlines and budgets without sacrificing quality.

Project Teams

Each project team consists of a project manager, a project assistant, a translation coordinator, and a lead translator. For desktop publishing and engineering work, we assign a lead desktop publisher and a lead engineer to oversee these teams. This core team of full-time, in-house employees assures that you get consistent long-term leadership from one project to the next.

Clear Communication, Clear Expectations

Your ILE project manager provides you with a weekly status report and personal communication on project issues. Weekly reports can be as brief or as detailed as you choose.

Delays or changes on your end can result in schedule slips or cost increases for the localized product. We know that both timing and cost are critical for your planning, so we keep you informed of your options for scheduling and budgets.

Job Costing, MIS, and Schedule Planning

ILE project managers use state-of-the-art tools for monitoring both cost and schedule. All project activities are logged in our electronic timesheet, providing up-to-date budget and schedule information. Project management software allows intensive monitoring of project tasks, revealing future schedule challenges or conflicts while there is still time to remedy them.

Multi-language Projects

When you coordinate all of your languages through a single ILE project manager, you gain many advantages. For example, one-time costs for prepping files are spread throughout all of the languages. Also, when translators have questions about the English source text, the answer is communicated to all language teams by the lead translator. In this way, issues are addressed consistently and efficiently. And, you can save time and effort by managing many languages as a single project. ILE project managers are experienced in directing multiple language projects in over 20 languages concurrently.



Simultaneous Release

As competitive pressure shortens time to market, more software developers strive to meet the challenge of simultaneously releasing the English and localized versions of their products. A simultaneous release project means compressed schedules, and often, numerous changes while the project is underway. ILE's management structure is ideally suited to handle the complexities and pressures of a simultaneous release. We have successfully completed large simultaneous release projects in over 15 languages.

Project teams and management meet regularly to define the best approaches to projects.

Departmental Management

The engineering, translation, and desktop publishing departments each have their own department manager. This means that each staff member working on your project has the support of both the project manager and the department manager. Issues and concerns which arise during your project are addressed promptly and with authority.

Languages

We continue to add languages for emerging markets.

Languages that we provide include:

Chinese—Simplified

Chinese—Traditional

Czech

Danish

Dutch

Finnish

French

German

Greek

Hungarian

Italian

Japanese

Korean

Norwegian

Polish

Portuguese—Brazilian

Portuguese—European

Romanian

Russian

Slovakian

Slovenian

Spanish—European

Spanish—Latin American

Swedish

Thai

Turkish

Teamwork is essential for quality localization. During verification, a translator and an engineer examine the software user interface for linguistic accuracy.



Translation

With translators working around the globe, ILE never sleeps!

ILE's translators are all native language speakers, with a combined knowledge of translation and software applications or technical subject matter. In addition to in-house translators, ILE has 400+ contract translators who work year round on ILE projects. This talent pool provides a wealth of expertise in many technical specialties.

ILE's in-country translators include former in-house employees who have returned to their native countries. These translators are especially well-versed in ILE's quality processes.

Terminology Management

Terminology management is a key component of a consistent, accurate translation. We have developed a software tool, LXTerm, which manages a multilingual terminology database. LXTerm supports multi-byte and bi-directional languages. Other ILE tools automatically insert the correct terms into the translation, for an efficient, accurate translation process.

Applications—A Partial List

ILE translators and engineers have experience in localizing a wide variety of applications, including:

- development and client-server tools
- graphics
- GIS
- business applications
- networking and connectivity

- fax/modem
- telecommunications
- medical software and equipment
- hardware, including printers and scanners
- office management and personal productivity
- spreadsheets and databases
- digital imaging
- utilities

Translator Support

In the world of freelance translators, the best talent gets to choose for whom they will work. ILE excels in relations with contract translators, often receiving priority scheduling. During a project, ILE provides translators with a steady stream of information which allows them to do their best work.

Review

We value the review process as a means to produce a higher quality product which is ideally suited for your market. We welcome your reviewers' comments, and will work to make them feel that they are a part of the localization process.

Desktop Publishing

The documentation staff is made up of professional desktop publishing specialists with training and experience using FrameMaker, PageMaker, QuarkXPress, Microsoft Word, WordPerfect, Interleaf, SGML, and Ventura Publisher, as well as in-depth experience with all major graphics packages.

For peak project workloads, we maintain a staff of contractors who are experts in desktop publishing.

Asian and Eastern European Desktop Publishing

Our DTP staff stays up-to-date on the newest options for Asian and Eastern European desktop publishing, fonts, and output. Our font library is extensive. We produce camera-ready art for European and Asian languages in-house. We can deliver your localized documents in PostScript, or in a wide variety of other electronic formats.

Camera-ready Output

If you request, we can supply you with 1200 dpi output, which we produce in-house. There's no need to schedule extra time for an outside service bureau.

Internationalize Your Documents

When developing your English documents, plan ahead! Careful attention to internationalized style and formatting can have dramatic effects on the localization effort, reducing both cost and lead time. ILE can help you develop your international style sheets. For more information, request our free publication, *Accent on Internationalization*.

Engineering

ILE has been localizing software since 1984. Since our beginning, engineering has been a key strength at ILE.

Platforms

We are experienced in localizing software for DOS, Windows, Windows NT, UNIX, AS/400, IBM 36, OS/2, and Macintosh. We also localize firmware and proprietary operating systems for medical and other applications.

Software Development and Internationalization

The ILE software staff includes not only project engineers, but also full-time developers. We offer consulting and seminars on multi-byte enabling and other internationalization issues.

Tools

ILE's software development team creates custom localization tools for fast, accurate translations, preserving your formatting, links, and codes. The result: top quality without the need for extensive or repetitive testing. ILE's tools are Unicode based and multi-byte enabled.

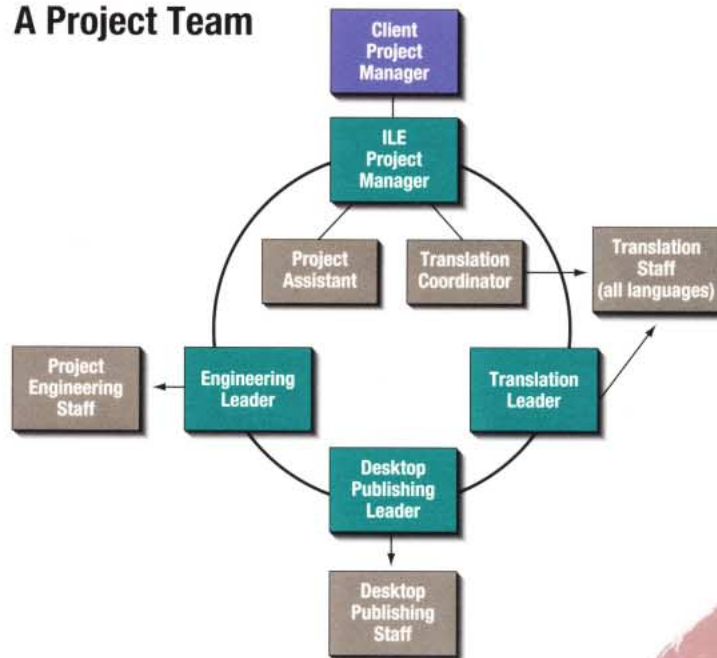
ILE's tools work with a wide variety of desktop publishing formats, as well as software and on-line Help.

Because we develop our own tools, we can customize them to meet specific needs of a project.

Hardware, Software, and Communication

ILE uses a company-wide Novell NetWare network with multiple servers, connecting PC's, Macs, and Sun workstations. We have a dedicated tape backup with a total backup capacity of over 120 GB. We use Microsoft Mail for internal e-mail and for worldwide links to our clients. ILE supports communications via our in-house BBS, CompuServe, AppleLink, and Internet. We have a robust complement of fax and modem capabilities, up to 38.4 Kbps, to provide rapid transfer of information.

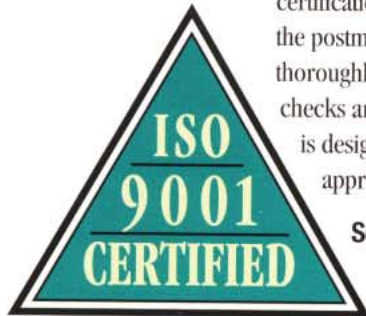
A Project Team



Quality Control

ISO 9001

ILE is the first US localization firm to earn ISO 9001 certification for its quality processes. From project launch to the postmortem meeting, you can be sure that your project is thoroughly documented, and that all quality assurance checks are performed. ILE's quality system is *proactive*—it is designed to prevent problems and to create improved approaches to projects.



Security and Confidentiality

ILE's premises are electronically secured and are constantly monitored during off hours.

Every ILE employee and contractor must sign both a work contract and a non-disclosure agreement. All confidential documents and all translated drafts from confidential documents are shredded when no longer needed. For projects under stringent confidentiality agreements, separate security procedures are implemented, through ILE's security officer.

We also maintain the capability to use up-to-date industry standard tools for file encryption.

Call today to plan your next localization project with ILE!

When you choose ILE, you will have confidence in meeting your deadlines, budgets, and quality standards. Your ILE project manager will communicate project issues clearly and promptly. And, ILE will make the localization process as efficient and enjoyable as possible.

We are looking forward to providing you with top-notch localized products.