



About our company

Experienced: *itlocal* is an ISO-Certified translation agency with global offices in California and Romania, that has served the linguistic needs of large companies worldwide. Over time, the company has deployed and coordinated numerous teams of project managers, translators, editors, quality assurance professionals, and production specialists who were proven experts in their field and proficient users of translation technology.

Specialized: Although we are presently covering more domains, *itlocal* was originally established as an IT localization provider, and we are proud of our heritage. Our talented staff is enabled by our company culture and know-how to carry on the tradition of providing excellent services to players in the IT industry.

Client-Oriented: Over the last decade, *itlocal* designed a specific Quality Assurance Process which allows for both consistency and client-specific customization. Our clients receive a tailored product, including specific glossaries, Language Conventions and Word Instructions.

itlocal can make all the difference when venturing into the IT sector. Our services will allow for your product or service to be made available all over the world and our quality guarantee will ensure that your needs are fulfilled, working within your deadlines and budget.

In a constantly changing environment, absolute attention to detail and maximum quality are genuine needs rather than commodities.

Focus on Software Translations

In the field of software and IT, it is really important for the translators to be familiar with the specific terminology used and know their way around creating a user-friendly interface.

Evidently, these projects also require adaptability and a strong previous experience in other domains such as Marketing, Media and sometimes Technical translations. Possessing multidisciplinary skills is one of the keys for success, while personal experience is the catalyst that brings everything together.

Besides technical capabilities, it is also extremely important to maintain a transparent and healthy communication with the client. Our experience allows us to create a medium in which the client is constantly updated on the progress of the project, while also having a clear overview of how things are going.

In our translation process, we use instruments like glossaries and translation memories, keeping in mind the tight deadlines, legal constraints and technological requirements, ensuring your content is culturally sensitive and linguistically faithful.

We are dedicated to providing exemplary service, which is why we adhere to strict security processes, which will keep your documents safe and confidential. You can, therefore, have peace of mind knowing that your marketing translation needs are being catered for by experienced professionals with a solid reputation.

SOFTWARE & IT TRANSLATIONS



Types of projects

- Product requirement document
- Design and architecture
- Agile product roadmaps
- Source code document
- User experience design documentation
- Testing documents
- Help and maintenance
- End-users documentation
- System admin documentation
- Plans
- Estimates
- Schedules
- Reports and metrics
- Working papers
- Standards
- Test plans
- Test documents
- Online Software User Documentation
- Embedded Software User Guides
- Administration Guides
- Installation & Deployment Guides
- Reference Guides
- Online eLearning Tutorials
- Video Tutorials
- PDF User Manuals
- Web applications and services

Our Services

Translation & Localization: We have adopted a 3-step process of Translation, Editing and Proofreading (TEP) so that each project is viewed by three different sets of eyes, to ensure consistent quality on each and every project.

Desktop Publishing & Graphics: Our graphic designers take care of all the formatting to ensure that the layout of your translated document stays true to the source format. Our DTP teams can handle a large number of publishing formats (FrameMaker, PageMaker, InDesign, Adobe Photoshop and more) and platforms (PC and Mac). They are experts in the generation of final copy or camera-ready deliverables.

Quality Assurance & Evaluation: This is the final step in the translation or localization process, to ensure the quality of the content of your document. We use only native speakers of the target language for each individual project.

Content Writing & SEO Localization: We always have in mind marketing strategies, which allows us to innovate and offer quality content for each and every one of our clients. Every client wants every project done well, every time, and that is what we offer. Having an adequate content strategy is the key to standing out in any competitive market.

Language Testing: During this, all untranslated text, incorrect display, functions or date, time and other formats will be caught and corrected. This process follows the following steps: externalizing all strings, using unique String IDs, ensuring there is no concatenation, controlling segment length, testing target fonts and testing for right-to-left and left-to-right languages

Virtual Staffing & Outsourcing: When we talk about tailoring an international strategy to your needs, we mean it. Sometimes that calls for independent contractors and in-house staff to support your short and long term campaign goals. Beyond, itlocal is your resource for recruiting Translators, Project managers, QA Experts, Linguistic Testers and more.

Main languages WE TRANSLATE

Albanian
Arabic
Armenian
Bulgarian
Croatian
Czech
Danish
Dutch (Belgium, Netherlands)
English (Australia, Canada, Ireland, UK, USA)
Estonian
Finnish
French (Belgium, Canada, France, Switzerland)
German (Austria, Belgium, Germany, Switzerland)
Greek
Hebrew
Hindi
Hungarian
Icelandic
Italian (Italy, Switzerland)
Japanese
Korean
Latvian
Lithuanian
Norwegian
Polish
Portuguese (Brazil, Portugal)
Romanian
Russian
Serbian (Cyrillic, Latin)
Simplified Chinese (China, Malaysia, Singapore)
Slovak
Slovenian
Spanish (Latin America, Spain, USA)
Swedish
Thai
Traditional Chinese (China, Hong Kong)
Turkish
Ukrainian
Vietnamese

Why choose us

- We use only language experts with degrees in IT, software and/or careers in software developing and testing
- Editing and reviews done only by specialist proofreaders
- We are well-accustomed to tight deadlines
- We have a standard localization process which ensures that the product we have worked on has been localized properly and has the look and feel of a product originally written and designed for the target market.
- Use of client-specific terminology databases and standardized language
- Professional translation ethics
- Precision and attention to detail
- Dedicated project managers
- Maximum data security through dedicated tools
- Strict Quality Assurance process we abide by
- We build solid relationships with our clients and offer them the highest quality services
- Our clients' needs and objectives are at the core of our philosophy. Always
- Translation aiding tools such as Trados and other CAT Tools, sector specific glossaries, terminology databases etc.
- Increased efficiency and quality
- Centralization of your financial terminology
- Glossary terms maintenance
- Easy access 24/7

Quality Assurance and Information Security

- Continuously improving our documented procedures defining the manner of preparation, translation, production, uploading and servicing, where the absence of such procedures could adversely affect quality
- Use of suitable production, uploading, and servicing equipment, and a suitable working environment
- Monitoring and control of suitable process parameters and product characteristics
- Ensuring information confidentiality, integrity and availability entrusted by the interested parties for client utilization
- Recognizing the importance of ensuring compliance with applicable regulations when providing services to our clients

General Data Protection Regulation

We fully recognize the crucial importance of confidentiality and safety of your materials. Strict procedures and guidelines are followed in order to safeguard your documentation throughout the entire process of translation, verification and delivery.

itlocal processes the personal information you provide for the purpose of delivering translation and localization services and for fulfilling orders and invoicing services. The data provided will be stored whilst the commercial relationship lasts, or for the duration needed to comply with legal obligations in force. The data are only ceded to the necessary consultants for fiscal matters and will not be passed on to other third parties unless there is a legal obligation to do so, or you have explicitly agreed so.

You are entitled to obtain confirmation on whether we are processing your personal data, which data we are processing, and therefore you have the right to update or rectify inexact data, as well as have the data erased when they are no longer necessary.

All the experts that collaborate with **itlocal** are also compliant with the GDPR. We (and our subcontractors) are not using free machine translation engines to process your information. We've always taken the safety of data very seriously, and our clients, employees and suppliers know that we are 100% discrete.



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